

# SINGAPORE FINTECH FESTIVAL 2024 MEETUP PROGRAMME GUIDELINES

8-minute read

Singapore FinTech Festival's onsite SFF MeetUp is Asia's largest Meetings Programme for the Financial Services and FinTech industries and the first of its kind. We'll facilitate 20,000+ meetings, helping the Singapore FinTech Festival community meet and do business.

- **You'll get to participate in as many 20-minute speed date meetings as you'd like**, up to 25 timeslots—limited only by your availability and mutual interest. Each meeting is 20 minutes and double opt-in (you both wanted to meet each other).
- **Meet the people you need to meet, across dozens of use cases.** Need to meet potential partners?  Need to uncover the newest and hottest startups?  Need to find new solutions for your company  Looking for new hires or your next move?  And more!

**Here's what you need to do, and when you need to do it.** Don't worry, we'll help you each step of the way with reminders. **If you don't get an email, check spam (from donotreply.sff2024@eventpt.com), then let us know at [meetup@sgfintechfest.co](mailto:meetup@sgfintechfest.co).**

You must	It'll take	We'll email you on		Your deadline is	
• <a href="#">Complete Your Profile</a>	10 mins	Mon, 30 Sep	9 am SGT	Thu, 10 Oct	5 pm SGT
• <a href="#">Request Meetings</a>	60-90 mins	Fri, 11 Oct	9 am SGT	Thu, 17 Oct	5 pm SGT
• <a href="#">Opt in to Requests You've Received</a>	<30 mins	Fri, 18 Oct	9 am SGT	Wed, 23 Oct	5 pm SGT
• <a href="#">Accept Meetings</a>	<10 mins	Thu, 24 Oct	9 am SGT	Mon, 28 Oct	5 pm SGT
• <a href="#">Accept Any Extra Meetings</a>	<10 mins	Tue, 29 Oct	9 am SGT	Tue, 29 Oct	5 pm SGT
• <a href="#">Accept Calendar Invites</a>	<10 mins	Wed, 30 Oct	9 am SGT	Wed, 30 Oct	5 pm SGT
• <b>Singapore FinTech Festival time!</b> • <a href="#">Attend Your Meetings</a>	--	Wed, 6 Nov	See next page for meeting time slots!	Fri, 8 Nov	See next page for meeting time slots!

Hosted Banks & Merchants will provide feedback and claim their Travel & Hotel reimbursement following Singapore FinTech Festival using the Singapore FinTech Festival platform (desktop and mobile app)

## TIMING OF MEETINGS

All meetings take place on Wednesday, 6 November, Thursday, 7 November and Friday 8 November! Below is a general schedule. **You can opt out of any time slots you're not available for.**

Start (SGT)	End (SGT)	Mins	Wed, 6 Nov	Thu, 7 Nov
12:30 PM	12:50 PM	0:20	Meeting Slot #1	Meeting Slot #11
12:50 PM	12:53 PM	0:03	Transition time	Transition time
12:53 PM	1:13 PM	0:20	Meeting Slot #2	Meeting Slot #12
1:13 PM	1:16 PM	0:03	Transition time	Transition time
1:16 PM	1:36 PM	0:20	Meeting Slot #3	Meeting Slot #13
1:36 PM	1:39 PM	0:03	Transition time	Transition time
1:39 PM	1:59 PM	0:20	Meeting Slot #4	Meeting Slot #14
1:59 PM	2:02 PM	0:03	Transition time	Transition time
2:02 PM	2:22 PM	0:20	Meeting Slot #5	Meeting Slot #15
3:30 PM	3:50 PM	0:20	Meeting Slot #6	Meeting Slot #16
3:50 PM	3:53 PM	0:03	Transition time	Transition time
3:53 PM	4:13 PM	0:20	Meeting Slot #7	Meeting Slot #17
4:13 PM	4:16 PM	0:03	Transition time	Transition time
4:16 PM	4:36 PM	0:20	Meeting Slot #8	Meeting Slot #18
4:36 PM	4:39 PM	0:03	Transition time	Transition time
4:39 PM	4:59 PM	0:20	Meeting Slot #9	Meeting Slot #19
4:59 PM	5:02 PM	0:03	Transition time	Transition time
5:02 PM	5:22 PM	0:20	Meeting Slot #10	Meeting Slot #20

Start (SGT)	End (SGT)	Mins	Fri, 8 Nov
12:00 PM	12:20 PM	0:20	Meeting Slot #21
12:20 PM	12:23 PM	0:03	Transition time
12:23 PM	12:43 PM	0:20	Meeting Slot #22
12:43 PM	12:46 PM	0:03	Transition time
12:46 PM	1:06 PM	0:20	Meeting Slot #23
1:06 PM	1:09 PM	0:03	Transition time
1:09 PM	1:29 PM	0:20	Meeting Slot #24
1:29 PM	1:32 PM	0:03	Transition time
1:32 PM	1:52 PM	0:20	Meeting Slot #25

## Until 10 November

### ***If your company has purchased Hosted Meetings: Assign Meetings Reps***

*(takes Organisation Admin 5 minutes)*

Org Admin can do this on: Desktop

1. **If you're an Organisation Admin** you (or another Org Admin) must assign individuals from your company as **Meetings Representatives** (to take Hosted Meetings your company has purchased) by **Monday, 30 Sept at 5:00 pm SGT**.
  - Individuals must be registered to attend Singapore FinTech Festival under a MeetUp-eligible ticket to be assigned as Meetings Reps.
  - We recommend having 1 Meetings Rep per 10 Hosted Meetings. So, if your company has purchased 30 Hosted Meetings, you should assign 3 or more Meetings Reps. There's no limit to how many Meetings Reps your organisation can have.
  - Meetings Reps will be able to complete their profile from **Monday, 30 Sep onwards**.

## 30 Sep - 10 Oct

### ***Complete Your Profile*** *(takes 10-15 minutes)*

You can do this on: Desktop  Singapore FinTech Festival Mobile App

1. **Start Your Profile on Monday, 30 Sept, and complete it by Thursday, 10 Oct at 5:00 pm SGT.**  
*We'll share everyone's profiles at the same time once they're all complete.*
  - **Tell us about yourself--select from 100+ data points!** This information will help others determine if they want to meet with you.
  - **Tell us your availability (or default to fully available)** and we'll send you invites to block your calendar. Being available for more time slots increases the chances of being able to schedule meetings for you.
    - You can change your availability at any time from **Monday, 30 Sept to Wednesday, 23 Oct at 5:00 pm SGT**.
  - **Share the love!** Click **Post on Social** to tell your X (formerly Twitter) followers and LinkedIn contacts that you're participating in Singapore FinTech Festival! Add your profile photo to your posts!
  - **Consider making an Announcement:** Tell the thousands of MeetUp participants (including Media) about your newly announced products, partnerships, funding, acquisitions, research and anything else!
  - **If you're a Hosted Bank & Merchant attendee:**
    - **You're required to be available for at least 16 of the 25 time slots**
    - **Tell us if you want Non-Hosted Meetings.** When you registered, you told us if you want to do Non-Hosted Meetings in addition to your requirement of up to eight (8) 20-minute onsite meetings with participating sponsors ("Hosted Meetings"). When you're completing your Profile we'll ask you to confirm your choice. We recommend doing both Hosted and Non-Hosted Meetings to get the most out of Singapore FinTech Festival!
  - **If you're an Organisation Admin** you can edit and complete profiles on behalf of participants from your company.
    - Check out the [Org Admin Pro Tips](#) at the end of these guidelines for more info.
2. **Registration Deadline!** To participate in MeetUp, you must register before **Thursday, 10 Oct at 5:00 pm SGT**.

**11 Oct - 17 Oct**

**Request Meetings** (takes 30-90 minutes)

You can do this on: Desktop  Singapore FinTech Festival Mobile App

Now's the time to request meetings with everyone you'd spend 20 minutes with.

**1. Request Meetings:**

- Start requesting meetings on **Friday, 11 Oct** and complete by **Thursday, 17 Oct at 5:00 pm SGT**.
  - Select everyone you want to meet! At a minimum, we recommend you make meeting requests equal to at least 4x the number of time slots you're available for.
    - Select everyone from a company you want to meet—you can have meetings with >1 person from the same company (but only once we've scheduled all possible meetings with unique organisations).
  - Use **Filters** and **Predefined Lists** to quickly and efficiently make selections.
  - Don't wait till the last minute to make selections! With tools like **Bookmarks**, you can start your selections and come back if needed to finish them.
  - Indicate your **interest level**. **'Very interested'** selections get scheduled first, before **'Interested'** ones.
- **If you're a Meetings Rep:**
  - **Hosted Meeting requests:** You should select ALL **Hosted Banks & Merchants** you would like to meet (these will be Hosted Meeting requests). At a minimum, **we recommend you make Hosted Meeting requests equal to at least 4x the number of Hosted Meetings your company has purchased**. E.g., if your company has purchased 10 Hosted Meetings, you should make at least 40 Hosted Meeting requests.
    - Select everyone from a company you want to meet—your company won't have >1 Hosted Meeting scheduled with the same company.
  - You can also make **Non-Hosted Meeting requests**—select everyone you want to meet!
    - Select everyone from a company you want to meet—you can have Non-Hosted Meetings with >1 person from the same company (but only once we've scheduled all possible meetings with unique organisations).

**2. Org Admins:** You can request meetings on behalf of participants from your company.

## 18 Oct - 23 Oct

### Opt-In to Requests *(takes up to 30 minutes)*

You can do this on: Desktop  Singapore FinTech Festival Mobile App

- 1. Opt-In to Requests You Receive from People You Didn't Previously Select:** Start opting in to meeting requests on **Friday, 18 Oct** by opting-in to meeting requests by **Wednesday, 23 Oct at 5:00 pm SGT**.
  - **Everyone:**
    - We facilitate meetings based **only** on the requests you opt-in to (and your previous selections), so please opt-in to **every request from someone you'd spend 20 minutes with**.
    - The more requests you opt in to, the more meetings you'll likely get.
  - **If you're a Hosted Bank & Merchant:**
    - **You must opt-in to Hosted Meeting requests from at least 24 organisations** (you can opt-in to multiple requests from the same organisation, but they'll only count as 1 organisation). If you receive Hosted Meeting requests from <24 organisations, then you must opt-in to the number you receive. But remember, *we'll schedule only 8 Hosted Meetings max*.
      - Your Hosted Meeting requests will be displayed at the top of the screen when you log in.
    - **Non-Hosted Meeting requests:** If you're doing Hosted and Non-Hosted Meetings and you've received Non-Hosted Meeting requests, you should also opt in to these as well. We facilitate meetings based **only** on the requests you opt in to (and your previous meeting requests), so please opt in to **every request from someone you'd spend 20 minutes with**.
  - **If you're a Meetings Rep:** Opt-ins to requests from **Hosted Banks & Merchants** will default to Hosted Meeting requests.
- 2. Org Admins:** You can opt in on behalf of participants from your company.
- 3. Availability Deadline!** You can change your availability until **Wednesday, 23 Oct at 5:00 pm SGT**.

## 24 Oct - 28 Oct

### Accept Your Meetings *(takes less than 10 minutes)*

You can do this on: Desktop  Singapore FinTech Festival Mobile App

- On **Thursday, 24 Oct**, you'll receive an email to review and accept each of your meetings. Please do this by **Monday, 28 Oct at 5:00 pm SGT**. *It won't take more than 10 minutes* (if that!).
  - **Everyone:**
    - You get meetings with people you selected who also selected you...so, not accepting meetings might disappoint others!
    - If you don't accept a meeting by the deadline, that meeting won't get scheduled :-(
    - You need to accept your own meetings--Org Admins **cannot** accept on your behalf.
  - **If you're a Hosted Bank & Merchant attendee:**
    - **You must accept all of your Hosted Meetings** (max of 8). You won't be penalised if the other person doesn't accept.
    - You should also accept your Non-Hosted Meetings (if any).
  - **If you're a Meetings Rep:**
    - **You must accept all of your Hosted Meetings**. Hosted Meetings that aren't accepted will not be refunded to your company.
    - You should also accept your Non-Hosted Meetings (if any).

## 29 Oct

### Accept Any Additional Meetings *(takes less than 10 minutes)*

You can do this on: Desktop  Singapore FinTech Festival Mobile App

1. **Accept Any Additional Meetings:** If you've got any additional meetings, on **Tuesday, 29 Oct**, you'll receive an email to accept them. Please accept these meetings by **Tuesday, 29 Oct at 5:00 pm SGT**. This is a quick turnaround, *but it won't take more than 5 minutes*.
  - o Additional meetings are either replacements for meetings that were not accepted by the other participant, or new meetings from your previous selections where others have become available.
  - o If you previously rejected (or didn't accept) a meeting, you won't be eligible to get an additional meeting in that time slot.

## 30 Oct

### Accept Calendar Invites *(takes less than 10 minutes)*

1. **Accept Your Meetings Calendar Invites:** On **Wednesday, 30 Oct**, you'll receive a calendar invite for each scheduled meeting. YOU MUST ACCEPT all calendar invites by **Wednesday, 30 Oct at 5:00 pm SGT**. This is a quick turnaround, but *it won't take more than 5 minutes*.
  - a. **Important Note: Neither we nor the person you're meeting will be notified if you decline a calendar invite! So email us at [meetup@sgfintechfest.co](mailto:meetup@sgfintechfest.co) if you really can't make it to a meeting. *It's not enough to simply decline a calendar invite.***
  - b. We can't change **any** meeting times (fun fact: Singapore FinTech Festival is enabling 20,000+ meetings!), and you should not reschedule Singapore FinTech Festival scheduled meetings outside of the MeetUp Programme.
  - c. If a person you're scheduled to meet is no longer available, we'll let you know--people have emergencies, so this does happen once in a while!

## 6 Nov - 8 Nov

### Attend Your Meetings

1. **Attend Your Meetings: It's time! You're at the biggest meetings Programme in the Asian FinTech industry!** You **must** join all your scheduled meetings. Not showing up may result in you--and your company--being *barred* from future participation. Here's what you need to know:
  - a. **Where are the meetings?** All meetings are held in a dedicated MeetUp area and each meeting is assigned a table number.
  - b. **How do I know where to go?** Check the Singapore FinTech Festival mobile app (or your calendar invites) for the assigned table number for each meeting, and at the start of each scheduled meeting proceed directly to the assigned table for your meeting (table numbers are in the app and your calendar invites).
  - c. **When should I arrive?** You should arrive at the MeetUp area 5-10 minutes before your first scheduled meeting. There is no check-in required. If you have any questions, there will be a Q&A desk.
  - d. **What happens if the person I'm meeting doesn't show up?** Give them 5 minutes and if they've still not joined, click the "Mark as No Show" button in the Singapore FinTech Festival mobile app.
  - e. **What other Do's and Don'ts are there?**
    - i. Do join each meeting on time and don't exceed the allotted 20 minutes for each scheduled meeting.
    - ii. Do check the table number for each scheduled meeting--each of your meetings will be at a different table. There is a 3-minute transition time between each meeting.

- iii. Do download the Singapore FinTech Festival mobile app ahead of your meetings (if you haven't
- iv. already). You can take notes and request follow-ups in the app.
- v. Do let us know if a solution provider directly reaches out to you about Singapore FinTech Festival, which they have been instructed not to do.
- vi. Don't approach anyone in the MeetUp area with whom you do not have a MeetUp meeting.
- i. Don't enter the MeetUp area at any time you do not have a MeetUp meeting.

## 11 Nov Onwards (& Upwards Too!)

You can do this on: Desktop  Singapore FinTech Festival Mobile App

1. **Help us to help you!** On **Monday, 11 Nov**, you will receive an email to provide feedback on your meetings and the event to help us improve Singapore FinTech Festival--please share your thoughts!
  - a. Once you provide feedback, you can download a summary of your meetings, including your notes and contact details of who you met.
2. **Show me the money!** If you're a Hosted Bank & Merchant attendee, after you complete feedback, you can provide details for reimbursement starting **Monday, 25 November**.

*SOME FINE PRINT: Our participant list is confidential, and shouldn't be (1) shared with anyone else, (2) downloaded or (3) used other than as described by us. Based on information you receive as part of MeetUp, you can't solicit participants (including individuals you're scheduled to meet prior to your meetings) outside of the event other than as we permit. If you breach this provision, you may be eliminated from further participation and barred from future programs. Do not assume that requests (or opt-ins) to meet with you as part of MeetUp indicate any interest in meeting with you outside of MeetUp.*

## Organisation Admins: Pro Tips

If you're an Org Admin, here's some more helpful info:

- **Completing Org Admin tasks:** To help complete action items for participants and your company, you'll need to use your desktop (the Singapore FinTech Festival mobile app does not support Org Admin activities). If you're a participant just completing action items for yourself, you can use the Singapore FinTech Festival mobile app.
- **'Manage Participants & Roles' screen:** From this screen you can:
  - **Select who you want to manage:** Go to 'Manage Participants & Roles' and select the participants from your company that you want to 'Manage As Org Admin'. You can now help complete action items for them.
  - **Add or Assign Org Admins:** Click 'Add New Org Admin' to add unregistered individuals as Org Admins, or click 'Assign' to assign participants as Org Admins.
- **Managing different types of Participants:**
  - **Your company may have individuals participating in MeetUp who have different roles,** for example (1) Hosted Banks & Merchants, (2) Meetings Reps (if your company has purchased Hosted Meetings), or (3) General participants.
  - **As an Org Admin, you can help complete action items for any individuals from your company, irrespective of their role.** Please review these guidelines to understand the required action items at each stage.
- **Request Meetings stage:**
  - **'Manage company's Participants' Selections' screen:** If you want to help make selections for some or all of the participants you're managing, check the boxes next to their names.
  - **Org Admin view:** Org Admins can request meetings for multiple participants from a single screen. Your productivity just went up 🚀!!!
    - To request to meet an individual for one or more of the participants you're requesting meetings for, indicate each participant's interest level ('Interested' or 'Very Interested'). You can also add a reason for each request.
    - If you view a System Generated List, you can see if it applies to all, or only some, of the participants you're requesting meetings for.
    - You can see if an individual has been selected by other participants from your company (if they've shared their meeting requests with one or more of the participants you're requesting meetings for).
  - **Collaboration & Efficiency tools:** Just like regular participants, Org Admins can use the full range of collaboration and time-saving features:
    - **Bookmarks:** If you're not sure you want to request to meet someone (for the participants you're requesting meetings for, or yourself if you're a participant), simply Bookmark them and decide later (they'll be under 'Bookmarks').
    - **Saved Lists:** Click 'Save List' to name and save a specific search/filter result so you can come back to it later (it'll be under 'My Lists').
    - **Meetings Rep-specific functionality:**
      - **Share Saved Lists:** If you're a Meetings Rep and an Org Admin, you can share your saved lists with all Meetings Reps from your company by toggling the slider when you are saving or editing the list. They'll automatically get any changes you make.
      - **Lists Shared With Me:** If you're a Meetings Rep and an Org Admin, if Meetings Reps from your company have shared their lists, they'll be under 'Lists Shared With Me'.



- **Share Participants' Requests:** You can share the meeting requests of the Meetings Reps you're requesting meetings for from the 'Manage Participants' meeting requests screen. If you're a Meetings Rep, you can share your own meeting requests from there as well. Note that meeting requests can only be shared with other Meetings Reps.
- **Meeting Requests Progress:** Click the tooltip at the top of the screen to track the progress of participants you're helping manage against their recommended minimum number of meeting requests.
- **Accept Meetings onwards:** From the Accept Your Meetings stage onwards, you may view the ongoing progress and status of the participants you want to manage, including:
  - View if participants have accepted their meetings
  - View if participants have accepted any additional meetings
  - View participants' scheduled meetings
  - View if participants have provided feedback