



CENTRE *of* EXCELLENCE *in* FINANCIAL SERVICES

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Media Release

Impact of the 4TH Industrial Revolution on the South African Financial Services Market

Following the work done by the World Economic Forum in a report, titled “The Future of Financial Services: How disruptive innovations are reshaping the way financial services are structured, provisioned and consumed”, the Centre of Excellence in Financial services has launched a project to investigate how disruptive innovations will impact banking in South Africa.

The financial services industry is on the cusp of a digital revolution led by innovative fintech companies. Banks must now consider what this new landscape means for their business, in particular how to embrace innovation to deliver an improved customer experience.

The research will focus on the most impactful emerging innovations and how these innovations will shape the ways in which financial services are structured, provisioned and consumed in South Africa going forward. A better understanding of this impact on financial institutions and their customers will assist regulators and policy makers with their approach to broader financial stability mandates.

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