

Fireside Chat: “Bank of Tomorrow”

Mr. Theodore MAK

**Managing Director, Head of Retail Distribution
Hang Seng Bank Limited**

Theodore Mak joined Hang Seng Bank as Managing Director, Head of Retail Distribution in 2022. In his current capacity, Theodore is leading the branch network and contact centre to deliver quality services and sales objectives. Before joining Hang Seng, Theodore has worked in Standard Chartered Bank and in earlier times HSBC. With almost 30 years of extensive experience in retail banking and wealth sales, he held various leadership roles across retail banking products, digital banking, SME banking and sales & distribution. Theodore is passionate in building customer and staff satisfaction.

