

DNB Retail Payments Research Conference 2026: "Future-proof payments: innovative, resilient and inclusive"

De Nederlandsche Bank (DNB), Amsterdam, April 9-10, 2026

Thursday, April 9

8:30 Registration

Opening address

9:30 *Bas ter Weel* (Executive Board Member, DNB) [to be confirmed]

Session 1: Consumer preferences for a digital euro

Chair: *Anneloes van Gent* (DNB)

9:40 **Consumer preferences for a digital euro: insights from a discrete choice experiment in Austria**

Helmut Elsinger (Oesterreichische Nationalbank)

Discussant: [to be determined]

10:20 **What drives digital euro usage preferences: evidence from a euro area survey**

Oscar Soons (European Central Bank)

Discussant: *Anneke Kosse* (Bank for International Settlements)

11:00 Break

Session 2: From rebates to robots

Chair: *Nicole Jonker* (DNB)

11:25 **Locked out by loyalty: entry deterrence through rebates in payment card markets**

Vera Lubbersen (DNB and VU Amsterdam)

Discussant: *Kim P. Huynh* (Indiana University)

12:05 **AI agents for cash management in payment systems**

Ajit Desai (Bank of Canada)

Discussant: *Eric Faber* (DNB)

12:45 Lunch

Session 3: Resilience and security

Chair: *Sophie Cohen Tervaert* (DNB)

13:45 **Cash saves the day: how cash infrastructure enhances resiliency during a card payment system outage**

Aurel Mäder (Swiss National Bank)

Discussant: *Nora Grote* (Deutsche Bundesbank)

14:25 **Instant payments, fraud, and optimal consumer protection**

Yuteng Cheng (Bank of Canada)

Discussant: *Wilko Bolt* (DNB)

15:05 Break

Session 4: CBDC and crypto

Chair: *Ron Berndsen* (Tilburg University, LCH, Fidelity UK and Quantoz)

15:30 **CBDC in the market for payments at the point of sale: equilibrium impact and incumbent responses**

André Stenzel (Universidad de los Andes)

Discussant: *Peter Wierts* (Bank for International Settlements)

16:10 **Buy, buy, bye! The role of learning and beliefs in exiting from the Bitcoin market**

Daniela Balutel (York University and Bank of Canada)

Discussant: *Maarten van Oordt* (VU Amsterdam)

16:50 – 19:30 **Boat tour and dinner**

Friday, April 10

8:15 Registration

Session 5: Psychology of payment choice

Chair: *Marie-Claire Broekhoff* (DNB and University of Groningen)

9:00 **Consumer adoption and use of payment technology: convenience benefits vs. security concerns**

Laura Felber (Swiss National Bank)

Discussant: *Angelika Welte* (Bank of Canada)

9:40 **Payment choice and the pain of paying: evidence on tipping behavior from payment diary data**

Tobias Trütsch (University of St.Gallen)

Discussant: *Helmut Stix* (Oesterreichische Nationalbank)

10:20 Break

Session 6: From payment literacy to prosperity

Chair: *Maurice Bun* (DNB)

10:45 **Payment literacy pays off: higher trust and financial inclusion**

Carin van der Crujisen (DNB)

Discussant: *Nicole Hentschel* (Swiss National Bank)

11:25 **Digital payments and economic performance: some evidence from Italy**

Guerino Ardizzi (Banca d'Italia)

Discussant: *Federica Teppa* (DNB)

12:05 **Closing remarks**

12:10 Lunch

13:00-14:00 **Visit [De Nieuwe Schatkamer](#)**

Programme committee

Wilko Bolt, Marie-Claire Broekhoff, Carin van der Crujisen and Nicole Jonker

Organising committee

Anouk Broshuis, Carin van der Crujisen, Simone Janszen and Nicole Jonker

Venue

De Nederlandsche Bank, Frederiksplein 61, Amsterdam