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Trust and Innovation – The Future of Finance

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Speeches from the Conference

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Trust and Innovation – the Future of Finance

Remarks by Governor Makhoul

Good morning, and welcome to our conference on “Trust and Innovation: The Future of Finance”.

This morning’s event takes place on the sidelines of the Informal ECOFIN – an occasion that brings together many of Europe’s most experienced economic policy makers to discuss pressing questions. And payments, I would argue, is exactly the right topic for this moment.

Payments are the circulatory system of the economy. When that system works – as it usually does, quietly and invisibly – money moves between people, firms and governments, enabling commerce, sustaining trade, and underpinning the welfare of societies. In short, the payments ecosystem allows money to play that most fundamental role: a medium of exchange.

But payments are changing, and fast. New forms of payment instruments built around new technologies raise questions around settlement and redemption, interoperability, and the implications for the structure of the broader financial system. Digital payments have grown rapidly, but as we hear repeatedly from consumers, cash remains a valued payment option, even if it is being used less.

New entrants are emerging throughout the payment ecosystem – from digital banks to non-bank fintechs – now operating alongside traditional institutions at every stage of the transaction chain. Interlinkages between the traditional financial system and token

questions around monetary stability and financial resilience that need to be answered.

At the Central Bank of Ireland, our work on the payments system is an important part of our economic, policy and regulatory work. And we approach it from a clear starting point: *trust*.

Money has always been built on trust – a social, political and technocratic construct. A monetary system works best when there is no fragmentation across issuers or platforms – when exchange can occur on a “no questions asked” basis. That trust has been earned over decades, if not centuries, through careful monetary and regulatory stewardship. The challenge before us is to anticipate and respond to rapid change in a way that preserves what makes the system trustworthy, while enabling it to serve the economy of the future.

This challenge is best understood through the lens of the two-tier architecture of money – an architecture that has served the public interest well, and that must continue to do so.

In the first tier, public money must continue to play the anchoring role. Central bank money provides the unit of account and the settlement asset upon which the entire system rests. Private money operates effectively precisely because it is ultimately linked to, and convertible into, central bank money. By facilitating riskless settlement, enabling effective policy implementation, and acting as a tangible payment instrument for the public – one in which privacy is guaranteed – central bank money must remain at the heart of an inclusive and resilient modern economy.

[in new window](#) Services, and building an innovative, integrated European ecosystem that facilitates safe and efficient operations at the global level.

That's the wholesale side. On the retail side, public money in the form of cash, and soon its digital equivalent, the digital euro, must remain available across the economy to underpin the public's trust that money is safe and references a common value.

In the second tier, the contribution of private money is equally essential. A monetary system that provides seamless payments, innovative services, and credit for productive investment – through good times and bad – is essential for long-term prosperity.

Private providers of payment services, including banks and the range of new entities that have emerged and continue to emerge, must be operationally and financially resilient to guarantee provision of core services. Within a clear regulatory framework that prioritises safety and soundness, the private sector is positioned to innovate responsibly. Competition is to be welcomed when it provides greater choice, better quality service, or lower prices for consumers. This balance between safety and innovation is at the heart of our entire approach to regulation and supervision.

But resilience alone is not enough. Fragmentation – incompatible systems and competing standards – are risks that competition alone may not address. That is why the Central Bank's role extends beyond regulation. Through our role as operators of core payments infrastructure

These are not merely abstract policy positions. They are questions that our own evidence is now helping to answer – and today, we are publishing new research that I want to draw your attention to.¹

To deepen our understanding of the evolving payments ecosystem, we have assessed its impact through four lenses: consumers, merchants, the financial sector, and the broader macroeconomic picture.

Our household survey reveals a fast-changing payments landscape.

- Close to half of all respondents under 35 now use mobile wallets as their primary payment method.
- Three in five Irish adults now use a digital or “neobank” alongside a longer-established bank, with a smaller younger cohort using digital banks exclusively.
- Where both types are used, digital banks are still predominantly used for payment functions rather than full banking services.

¹ [1] “The three papers we are publishing today are:

- [**The Economics of the Evolving Payments System**](#)

We have always had public and private money that co-existed, complemented and reinforced each other. The monetary system of the future need not be a departure from this, but rather an expanded framework in which both established and new forms of payment instruments can settle, be redeemed, be interoperable and be trusted.

The intertwined technical and strategic questions being discussed at this conference – about the role of central bank money, its settlement infrastructure and the digital euro, about tokenisation and stablecoins, about what European autonomy in payments requires – are among the most consequential questions in economic policy today.

I look forward to hearing more throughout the morning.

foundation on which private sector innovation has been built. This is particularly evident in payments. The task before policymakers and regulators is therefore to build on the strengths of the current financial system while being cognisant of the gaps that persist. Throughout, the yardstick for financial innovation should be whether it improves outcomes for individuals, households and businesses.

today and on which I hope to have the opportunity to give my views. I would like to mention three of them in particular.

Firstly, we must, of course, ensure that new means of payment and payment solutions are subject to appropriate regulation. Secondly, we need to ensure that the public and private sectors are pulling in the same direction and are prepared to work together. Thirdly, in these times of geopolitical uncertainty, we need to ensure that our payments system is robust enough to cope with both external and internal disruptions. I will expand on this in the discussion that follows and give some examples of how we have tried to address this in Sweden in recent years.

So, to summarise: Those of us who, to some extent, represent ‘the old’ should welcome the new and recognise the opportunities it offers. But we should not rest on our laurels – adaptation doesn’t happen automatically.

