

Documentary Credit

WORLD

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Trade finance is constantly changing and evolving, but the need to deliver quality products and service to customers remains paramount. The letter of credit industry has made great strides in overcoming certain formidable problems of the past, but new challenges emerge which test the skills and methods of today's LC specialists. Among these considerations is the strategic use of technology and digital innovation by banks. In his article, Dennis Noah offers keen perspective on how things were and hypothesizes on where the business of LCs is headed regarding the balancing of LC practice and customer service. To gain insight into how banks are approaching this issue, Noah presents a series of questions to bankers. *DCW* invites and encourages readers to respond with their feedback by following the link on page 28.