

DIGITAL BANKING SUMMIT VIC

DRIVING INNOVATION TO TRANSFORM DIGITAL BANKING

WEDNESDAY SEPTEMBER 6TH, 2023
MARVEL STADIUM, MELBOURNE



SPEAKERS



Shannon Barnes

Chief Product & Marketing Officer



Nick Carter

General Manager Digital



Mel Wainwright

Head of Specialised Channels



Bhaskar Katta

General Manager, Group Operations (Global)



Shivani Singh

Head of Experience Delivery - Personalisation



Craig Bacon

Head of Direct & Digital Banking

KEY TOPICS

- Accelerate your digital bank through outcome based strategies
- Investing in technology that matters
- Analysing the usage of your digital channels and measuring ROI
- Creating a digital-first culture that accelerates transformation

WHO WILL ATTEND?

Chiefs/GMs/ Heads of:

- Technology
- Digital
- Data
- Transformation
- Strategy
- Operations

#FOREFRONTEVENTS

SUMMIT AGENDA

WEDNESDAY SEPTEMBER 6TH, 2023

8:30 REGISTRATION, COFFEE & NETWORKING

9:00 WELCOME REMARKS

Leann Jones, Chief Executive Officer, Nimo Industries



9:10 ATTENDEE SPOTLIGHT

Gaining customer trust in a world of cyber security threats

9:40 PANEL DISCUSSION: ACCELERATE YOUR DIGITAL BANK THROUGH OUTCOME-BASED STRATEGIES

- Obtaining and sustaining internal stakeholder engagement
- Investing in technology that matters
- Overcoming legacy systems
- Analysing the usage of your digital channels and measuring ROI

Shannon Barnes, Chief Product & Marketing Officer, BankVic

Nick Carter, GM Digital, Bendigo & Adelaide Bank

Matthew Dunnill, Chief Member Officer, Mutual Bank

Bhaskar Katta, GM Group Operations, Westpac

10:20 CASE STUDY: INSPIRING BETTER BANKING – HOW TO ENGAGE DIGITAL-AGE CUSTOMERS BETTER

10:50 MORNING TEA & NETWORKING

11:20 PANEL DISCUSSION: REINVENTING CUSTOMER ENGAGEMENT THROUGH UNIQUE EXPERIENCES

- Build relationships with your customers at every stage of their digital journey
- How automation can drive your customer experience
- Can banks keep pace with customer experience provided by big tech platforms?
- Stay agile through meeting customer expectations on a daily basis

Anuj Mehra, Head of Customer Experience Design, Bank of Queensland

Mel Wainwright, Head of Specialised Channels, NAB

Shivani Singh, Head of Experience Delivery - Personalisation, ANZ Bank

12:00 CASE STUDY: ACHIEVING FINANCIAL RESILIENCE THROUGH HYPER PERSONALISATION

12:30 LUNCH & NETWORKING

1:10 INTERACTIVE WORKSHOPS

- Cyber Security
- Data driven digital banking strategies
- Customer Experience
- Utilising AI as a method for personalisation
- Open Banking

1:50 PANEL DISCUSSION: CREATING A DIGITAL-FIRST CULTURE THAT ACCELERATES TRANSFORMATION

- Embedding a digital-first mindset across all corporate divisions
- Driving for a seamless integration between back-and front-office functions
- Utilising this culture to craft a world class end-to-end digital journey for your customers

Craig Bacon, Head of Direct & Digital Banking, AMP Bank

Louise Hawkins, Head of IT Business Systems, Bank First

Chris Aitchison, Chief Technology Officer, UP

Dee Grieger, Head of Technology Customer Care, Latitude Financial

2:30 CASE STUDY: BUILDING A SECURE FUTURE - STRENGTHENING DIGITAL BANKING INFRASTRUCTURE AGAINST EMERGING CYBERSECURITY THREATS

3:00 AFTERNOON TEA & NETWORKING

3:20 ATTENDEE SPOTLIGHT

Digital Banking - Celebrity Challenge

3:40 INTERNATIONAL KEYNOTE: THINKING MORE LIKE A CUSTOMER, LESS LIKE A BANK

4:10 CLOSING REMARKS FOLLOWED BY NETWORKING DRINKS