

# DIGITAL FINANCIAL SERVICES SUMMIT 2024

EMBRACING A NEW ERA OF INNOVATION  
IN FINANCIAL SERVICES



TUESDAY 17TH SEPTEMBER  
THE FULLERTON HOTEL, SYDNEY

## SPEAKERS



**David Walker**

Group Chief Technology  
Officer



**Bijal Sejpal**

Chief Operating Officer &  
Global Head of GenAI



**Laura Halbert**

General Manager - Customer  
Strategy & Data / Chief  
Marketing Officer



**Matt Baxby**

Chief Executive  
Officer ANZ



**Jo Brennan**

Group Executive, Member  
Engagement, Education & Advice



**Ada Caguin**

General Manager Digital



**Khachig Kabakjian**

Global Chapter Head,  
Real-Time Engagement



**Chantal Walker**

Chief Member Experience  
& Growth Officer



**Jason Fischer**

VP of Engineering



**Sam Adeloju**

Chief Experience Officer



**Simon Burt**

Head of Digital Customer  
Experience & Innovation



**Natalie Gheller**

Executive Director, Digital



## KEY TOPICS

- Exploring AI's role in strengthening customer relationships and outcomes
- Orchestrating digital experiences for personalised journeys at scale
- Overcoming tech complexity to drive business performance
- Risk vs reward - balancing security and innovation

8:00 REGISTRATION, COFFEE & NETWORKING

8:30 WELCOME REMARKS

8:40 MORNING KEYNOTE : THE EVOLUTION OF BANKING - FROM 'DIGITAL' TO 'INTELLIGENT'

David Walker, Group Chief Technology Officer, Westpac

9:10 KEYNOTE PANEL : EMBRACING DISRUPTION TO SHAPE THE DELIVERY OF FINANCIAL SERVICES

Denise Tung, Chief Digital Officer, McMillan Shakespeare

John Winters, Co-Founder & Chief Executive Officer, Superhero

Jo Brennan, Group Executive, Member Engagement, Education & Advice, Aware Super

Bijal Sejpal, Chief Operating Officer & Global Head of GenAI, QBE Insurance

Moderator: Shailesh Panday, Financial Services Industry Lead, NCS Australia

9:50 CASE STUDY : ADAPTING TO THE CHANGING FACE OF FINANCIAL SERVICES

10:20 MORNING TEA & NETWORKING

## EXPERIENCE

10:50 PANEL DISCUSSION : EXPLORING AI'S ROLE IN STRENGTHENING CUSTOMER RELATIONSHIPS & OUTCOMES

Khachig Kabakjian, Global Chapter Head, Real-time Engagement, Standard Chartered Bank

Simon Burt, Head of Digital Customer Experience & Innovation, Newcastle Permanent

11:30 CASE STUDY : POWERING COMPETITIVE EDGE THROUGH PAYMENTS INNOVATION

12:00 LUNCH & NETWORKING

12:40 INTERACTIVE WORKSHOPS

- Strategies to meet the changing demands of customers
- Fintech meets CX - driving better experiences with technology
- Improving loyalty with customer data and analytics
- Embracing a 360-view of your customers
- Chatbots & Self Service vs human connection

1:20 PANEL DISCUSSION : ORCHESTRATING DIGITAL EXPERIENCES FOR PERSONALISED JOURNEYS AT SCALE

Ada Caguin, General Manager Digital Experience, Judo Bank

Sam Adeloju, Chief Experience Officer, Unloan

Chantal Walker, Chief Member Experience & Growth Officer, Active Super

Laura Halbert, General Manager - Customer Strategy & Data, Allianz

Natalie Gheller, Executive Director, Digital, Colonial First State

2:00 CASE STUDY : OPTIMISING OMNICHANNEL DELIVERY

## TECHNOLOGY

10:50 PANEL DISCUSSION : OVERCOMING TECH COMPLEXITY TO DRIVE BUSINESS PERFORMANCE

Jason Fischer, VP of Engineering, Prospa

Justin Goldberg, Head of Engineering, BizCover

11:30 CASE STUDY : TRANSFORMING FINANCIAL SERVICES INFRASTRUCTURE FOR REAL-TIME, ON-DEMAND ACCESS

12:00 LUNCH & NETWORKING

12:40 INTERACTIVE WORKSHOPS

- Adapting to the changing cyber landscape and minimising vulnerabilities
- Leading the legacy system modernisation across the business
- Accelerating your cloud-first strategy
- Building scalable and secure platforms to support evolving needs
- Unpacking a world class DevOps strategy

1:20 PANEL DISCUSSION: RISK VS REWARD - BALANCING SECURITY & INNOVATION

Michael Storzhev, Chief Underwriting Officer, PassportCard Australia

Henry Huang, Head of IT - Digital Service Delivery & Operations, UBank

2:00 CASE STUDY : STREAMLINING DATA TO DRIVE INFORMED DECISIONS

2:30 AFTERNOON TEA & NETWORKING

3:00 KEYNOTE: THE FINANCIAL SUPER-APP: BANKING'S OPPORTUNITY TO PROVIDE THE END-TO-END CUSTOMER JOURNEY

Matt Baxby, CEO ANZ, Revolut

3:30 CLOSING REMARKS FOLLOWED BY NETWORKING DRINKS

3:40 EVENT ENDS

