DIGITAL FINANCIAL SERVICES SUMMIT 2024

EMBRACING A NEW ERA OF INNOVATION
IN FINANCIAL SERVICES

FOREFRONT EVENTS

TUESDAY 17TH SEPTEMBER
THE FULLERTON HOTEL, SYDNEY

SPEAKERS

David Walker
Group Chief Technology
Officer

Westpac

John Winters
Co-Founder & Chief
Executive Officer

superhero

Laura Halbert
General Manager - Customer
Strategy & Data

Allianz

Matt Baxby
Chief Executive
Officer ANZ

Revolut

Jo Brennan
Group Executive, Member
Engagement, Education & Advice

aware super

Samuel Ottner
Head of Digital, Wealth &
Personal Banking

HSBC

Soraya Alali
Executive, Business
Lending Product

nab

Denise Tung
Chief Digital Officer

MMS
McMillanShakespeareGroup

Anthony Caneva
General Manager, Member
Engagement & Wellbeing

Insignia Financial

Sam Adeloju
Chief Experience Officer

unloan
BUILT BY

Karen Le
Strategy & Experience Lead

ANZ

Miksu Vaitinnen
Executive General Manager

freely

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

8:30 REGISTRATION, COFFEE & NETWORKING

9:00 WELCOME REMARKS

9:10 MORNING KEYNOTE : THE EVOLUTION OF BANKING - FROM 'DIGITAL' TO 'INTELLIGENT'

David Walker, Group Chief Technology Officer, Westpac

9:40 KEYNOTE PANEL : EMBRACING DISRUPTION TO SHAPE THE DELIVERY OF FINANCIAL SERVICES

John Winters, Co-Founder & Chief Executive Officer, Superhero
Jo Brennan, Group Executive, Member Engagement, Education & Advice, Aware Super
Soraya Alali, Executive, Business Lending Product, NAB
Libby Davey, Chief Information Officer, NGM Group
Moderator: Shailesh Panday, Financial Services Industry Lead, NCS Australia

10:20 MORNING TEA & NETWORKING

EXPERIENCE

10:50 ATTENDEE SPOTLIGHT : BUILDING A WORLD-CLASS CX STRATEGY

11:00 PANEL DISCUSSION : ORCHESTRATING DIGITAL EXPERIENCES FOR PERSONALISED JOURNEYS AT SCALE

Sam Adeloju. Chief Experience Officer, Unloan
Laura Halbert, General Manager - Customer Strategy & Data, Allianz
Michael Storozhev, Chief Underwriting Officer, PassportCard Australia
Anthony Caneva, General Manager, Member Engagement & Wellbeing, Insignia Financial
Jenny Nguyen, General Manager, Digital Experience, TAL
Moderator: Chris Thomas, Head of Customer Value Streams, Bendigo & Adelaide Bank

11:40 CASE STUDY : THE DIGITAL EXPERIENCE BENCHMARK: SHIFTING FROM REACTIVE TO PROACTIVE METRICS

Nikki Sadlo, Marketing Director APAC, UserTesting
Sam Wheeler, Director, CX Consulting, ANZ, UserTesting

12:10 LUNCH & NETWORKING

TECHNOLOGY

10:50 ATTENDEE SPOTLIGHT : BUILDING THE IDEAL TECHNOLOGY STACK FOR FINANCIAL SERVICES

11:00 PANEL DISCUSSION : RISK VS REWARD: BALANCING SECURITY & INNOVATION

Justin Goldberg, Head of Engineering, Compare Club
Sudhakar Ramasamy, Digital Program Director, Transaction Banking, ANZ Bank
David Jorm, Head of Security, x15ventures
Moderator: Matt Preswick, Principal Solutions Engineer, Wiz

11:40 CASE STUDY : INSIDE THE VAULT: HOW FINANCIAL INSTITUTIONS PROTECT THEIR CLOUD ENVIRONMENTS

Matt Preswick, Principal Solutions Engineer, Wiz

12:10 LUNCH & NETWORKING

1:00 KEYNOTE PANEL : EXPLORING AI'S ROLE IN STRENGTHENING CUSTOMER OUTCOMES

Karen Le, Strategy & Experience Lead, ANZ Bank
Denise Tung, Chief Digital Officer, McMillan Shakespeare
Samuel Ottner, Head of Digital, Wealth & Personal Banking Australia, HSBC
Miksu Vaittinen, Executive General Manager, Freely
Moderator: Anthony Caneva, General Manager, Member Engagement & Wellbeing, Insignia Financial

1:40 DEEP DIVE : THE AI TIPPING POINT: WHY EVERY BUSINESS NEEDS A STRATEGY TODAY

Dr Charlotte Marra, Principal Consultant, Novigi

2:10 AFTERNOON TEA & NETWORKING

2:30 CLOSING FIRESIDE CHAT: INNOVATE TO ELEVATE - WHAT IT TAKES TO SCALE A FINTECH IN 2024 & BEYOND

Matt Baxby, CEO ANZ, Revolut
Moderator: Ross Buckley, ARC Laureate Fellow & Scientia Professor, UNSW

3:00 CLOSING REMARKS FOLLOWED BY NETWORKING DRINKS

4:10 EVENT ENDS

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