

DIGITAL FINANCIAL SERVICES VIC SUMMIT 2025

EMBRACING A NEW ERA OF INNOVATION
IN FINANCIAL SERVICES



THURSDAY 3RD APRIL
SOFITEL ON COLLINS, MELBOURNE

SPEAKERS



Tim Hogarth

Chief Technology Officer



Matt Baxby

Chief Executive Officer



Colleen Pender

Head of Technology



Ammon Mackie

General Manager Commercial
Business Transformation



Luke Ma

Head of Technology Controls &
Governance



Paige Vincent

Chief Operating Officer



Sean O'Donnell

Chief Digital Officer



Christopher Cramond

Head of Member Services



Angel Padrigano

Head of Technology -
Investments



Thomas Janssen

Head of Data Architecture &
Governance



Jordan Webster

Head of Channel
Automation



Amit Shanbhag

Principal and Program Manager -
Cyber Security Transformation



KEY TOPICS

- Designing for impact : Aligning CX with product innovation
- Rethinking end-to-end engagement to craft seamless experiences that elevate customer satisfaction
- Building the digital infrastructure and foundations needed to thrive in the AI era
- Risk vs reward - Balancing security & innovation

8:30 REGISTRATION, COFFEE & NETWORKING

9:00 WELCOME REMARKS FROM CHAIRPERSON

Leann Jones, CEO, Nimo Industries

9:10 MORNING KEYNOTE : GENUINE TRANSFORMATION WITH AI IN FINANCIAL SERVICES

Tim Hogarth, Chief Technology Officer, ANZ Bank

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

Kylie Waldock, Chief Executive Officer, MoneyPlace

Sean O'Donnell, Chief Digital Officer, Defence Bank

Paige Vincent, Chief Operating Officer, Hollard Insurance

Ammon Mackie, General Manager Commercial Business Transformation, Allianz

10:20 CASE STUDY : ADAPTING TO THE CHANGING FACE OF FINANCIAL SERVICES THROUGH INNOVATIVE TECHNOLOGIES

10:50 MORNING TEA & NETWORKING

EXPERIENCE

11:20 PANEL DISCUSSION : DESIGNING FOR IMPACT: ALIGNING CX WITH PRODUCT INNOVATION

Matt Taylor, Head of Digital & Customer Experience, MLC

Potta Findikis, Group Head of Brand & Marketing, Cbus

Super Fund

Janelle McQueen-Paice, Chief Experience Officer, SelfWealth

Milda Vait, Product Development Director, Innovation & Strategic Initiatives, ANZ

Christopher Cramond, Head of Member Strategy, Aware Super

12:00 CASE STUDY: POWERING COMPETITIVE EDGE THROUGH PAYMENTS INNOVATION

12:30 LUNCH & NETWORKING

1:10 INTERACTIVE WORKSHOPS

- Optimising the CRM for elevated customer engagement
- Fintech meets CX - driving better experiences with technology
- Improving loyalty with customer data and analytics
- Embracing a 360-view of your customers
- Aligning chatbots and self-service with human connection to amplify CX

1:50 PANEL DISCUSSION : RETHINKING END-TO-END ENGAGEMENT TO CRAFT SEAMLESS EXPERIENCES THAT ELEVATE CUSTOMER SATISFACTION

Jordan Webster, Head of Channel Automation, Bupa

Simone Van Veen, Chief Member Officer, Bank First

Adriana Aleksic, Head of Customer Experience, Mercer Super

Brendan Donoghue, Head of Digital & Customer Experience, UniSuper

Chris Pacey, Head of Customer Advocacy, NAB

2:30 CASE STUDY : OPTIMISING OMNICHANNEL DELIVERY FOR CONVENIENT EXPERIENCES THAT DRIVE LOYALTY

TECHNOLOGY

11:20 PANEL DISCUSSION : BUILDING THE DIGITAL INFRASTRUCTURE & FOUNDATIONS NEEDED TO THRIVE IN THE AI ERA

Colleen Pender, Head of Technology, NAB

Heidi Rose, Head of Engineering, Computershare

Angel Padrigano, Head of Technology - Investments, Rest

Thomas Janssen, Head of Data Architecture & Governance, Judo Bank

12:00 CASE STUDY: PROTECTING CLOUD ENVIRONMENTS FOR ACCESSIBLE BUT SECURE INFORMATION

12:30 LUNCH & NETWORKING

1:10 INTERACTIVE WORKSHOPS

- Adapting to the changing cyber landscape and minimising vulnerabilities
- Leading the legacy system modernisation across the business
- Accelerating your cloud-first strategy
- Streamlining banking operations and infrastructure to improve overall efficiency
- Unpacking a world class DevOps strategy

1:50 PANEL DISCUSSION: RISK VS REWARD - BALANCING SECURITY & INNOVATION

Luke Ma, Head of Technology Controls & Governance, AIA

Amit Shanbhag, Principal and Program Manager - Cyber Security Transformation (Operations), IAG

Andy Taylor, Head of Cyber, Vision Super

2:30 CASE STUDY : STREAMLINING DATA TO DRIVE INFORMED, REAL-TIME FINANCIAL DECISIONING

3:00 AFTERNOON TEA & NETWORKING

3:30 CLOSING FIRESIDE CHAT: INNOVATE TO ELEVATE - WHAT IT TAKES TO SCALE A FINTECH IN 2025 AND BEYOND

Matt Baxby, Chief Executive Officer, Revolut

4:00 CLOSING REMARKS FOLLOWED BY NETWORKING DRINKS

5:00 EVENT ENDS

