

# 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 Waldoock, 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

Chairperson: **Leann Jones**, CEO, Nimo Industries

**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

Chairperson: **Peter Jones**, COO, Nimo Industries

**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**

