

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



Milda Vait

Product Development Director,
Innovation & Strategic Initiatives



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

