

The Digital Banking Summit NSW 2025

📅 12th June 2025 📍 The ICC Sydney

SPEAKERS



DIANA MOUSINA
Deputy Chief Economist



JOSH HESSEL
Chief Digital & Technology
Officer



JESSICA DAWSON
Head of GenAI
Product Strategy



NATHALIE MOSS
Chief Information Officer



HELEN HEY
General Manager -
Digital Domain



NICK MUNRO
Head of Innovation
& Fintech, AI
Product Owner



VINAY LOPES
Head of
Technology



BELLA BAIN
Global Head of
Product Design



JENNIFER KAZANGI
Head of Technology



SAM ADELOJU
Chief Experience
Officer



SUDHAKAR RAMASAMY
Digital Program
Director



CAROLINE FERRIS
Head of Core Banking
Transformation



KEY TOPICS

Redefining Customer
Connection & Building
Loyalty through Digital
Experiences

Maximising Innovation
& the Potential of AI to
Elevate Customer
Experience

Modernising Frameworks
& Core Architecture
for a New Era of Digital
Banking

Leveraging Emerging
Technologies to Deliver
Value & Elevate
Performance in Banking

8:30 REGISTRATION, COFFEE & NETWORKING
9:00 WELCOME REMARKS FROM CHAIRPERSON

9:20 ATTENDEE SPOTLIGHT

Banking in the Age of Uncertainty: Are We Ready for the Next Wave of Economic & Technological Disruption?

9:40 KEYNOTE PANEL: EMBRACING THE FUTURE OF BANKING THROUGH A BALANCE OF INNOVATION & A HUMAN CENTRIC APPROACH IN A WORLD OF CONSTANT CHANGE

Josh Hessel, Chief Digital & Technology Officer, The Mutual Bank
Diana Mousina, Deputy Chief Economist, AMP

10:20 CASE STUDY: ACCELERATING DIGITAL ADOPTION IN BANKING: HOW TO SCALE CUSTOMER EXPERIENCE & EMPLOYEE EFFICIENCY THROUGH A DATA-DRIVEN STRATEGY

10:50 MORNING TEA & NETWORKING

EXPERIENCE

11:20 PANEL DISCUSSION: REDEFINING CUSTOMER CONNECTION & BUILDING LOYALTY THROUGH DIGITAL EXPERIENCES

Simon Burt, Head of Digital Product Development, NGM Group
Sam Adeloju, Chief Experience Officer, Unloan
Helen Hey, General Manager - Digital Domain, Commonwealth Bank Australia
Moderator: **Peter McGauran**, Sales Director, Smart Communications

12:00 EMBEDDING EMPATHY, ACCESSIBILITY & PERSONALISATION INTO EVERY STEP OF THE DIGITAL CUSTOMER JOURNEY

12:30 LUNCH & NETWORKING

1:10 INTERACTIVE WORKSHOPS

- Automating Compliance Without Sacrificing CX
- Revolutionising Banking CX with AI: Creating Seamless, Personalized Customer Journeys
- Growth Strategies for the Next Evolution of Lending - Collaborations, Challenges & Opportunities
- Improving CX & Operational Efficiency using AI & ML
- Gen AI Use Cases: Accelerating Time-to-Value for Customers & Employees

1:50 PANEL DISCUSSION: MAXIMISING INNOVATION & THE POTENTIAL OF AI TO ELEVATE CUSTOMER EXPERIENCE

Nick Munro, Head of Innovation & Fintech, AI Product Owner, Westpac
Bella Bain, Global Head of Product Design, Macquarie Group
Jessica Dawson, Head of GenAI Product Strategy, NAB

2:30 DIGITAL TRUST: BANKING CUSTOMERS EXPECTATIONS IN 2024

TECHNOLOGY

11:20 PANEL DISCUSSION: MODERNISING FRAMEWORKS & CORE ARCHITECTURE FOR A NEW ERA OF DIGITAL BANKING

Jennifer Kazangi, Head of Technology, Police Bank
Vinay Lopes, Head of Technology, HSBC
Caroline Ferris, Head of Core Banking Transformation, Bank of Sydney

12:00 CORE MODERNISATION IN MOTION: A SCALABLE FRAMEWORK FOR UPGRADING LEGACY BANKING SYSTEMS WITHOUT DOWNTIME

12:30 LUNCH & NETWORKING

1:10 INTERACTIVE WORKSHOPS

- Supercharging AI – from the Pocket to the Cloud
- Operationalising Machine Learning to Drive Smarter Banking Operations
- InterOperability for Coreless Banking
- Mastering Cyber Resiliency & Disaster Recovery in Digital Banking
- Leveraging Data & Analytics to Transform Digital Banking

1:50 PANEL DISCUSSION: LEVERAGING EMERGING TECHNOLOGIES TO DELIVER VALUE & ELEVATE PERFORMANCE IN BANKING

Sudhakar Ramasamy, Digital Program Director, ANZ
Nathalie Moss, Chief Information Officer, Bendigo & Adelaide Bank
Tianyu Siu, Head of Group Strategy & Innovation, Great Southern Bank
Damian Brennan, Division Director - AI & Analytics, Macquarie Group

2:30 FROM TECH DEBT TO TECH AGILITY: REBUILDING A DIGITAL STACK WITH COMPOSABLE ARCHITECTURE

3:00 AFTERNOON BREAK & NETWORKING

3:30 KEYNOTE: WINNING WORLD'S BEST DIGITAL BANK

4:00 CLOSING REMARKS FOLLOWED BY NETWORKING DRINKS

5:00 EVENT ENDS

