

# 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



**Kylie Waldock**  
Chief Executive Officer  
(Former)



**Sam Roberts**  
Head of Product & Operations



**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 Strategy,  
Product & Experience



**Angel Padrigano**  
Head of Technology -  
Investments



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



**Jordan Webster**  
Head of Channel  
Automation



**JB Naik**  
Platform Engineering Practice  
Lead



## 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**, Former Chief Executive Officer, MoneyPlace

**Sean O'Donnell**, Chief Digital Officer, Defence Bank

**Paige Vincent**, Chief Operating Officer, Hollard Insurance

**Peter Lawrence**, Senior Technology & Digital Strategist, HESTA

**Ammon Mackie**, General Manager Commercial Business Transformation, Allianz

**Moderator: Andrew Carr**, Director, Financial Services, NCS

**10:30 ATTENDEE SPOTLIGHT : GLOBAL DISRUPTORS & THEIR KEY SUCCESS FACTORS**

**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 Findikidis**, 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, Product & Experience, Aware Super

**Moderator: Peter McGauran**, Account Director, Enterprise Financial Services, Smart Communications.

**12:00 CASE STUDY: BANK ON EXPERIENCE: HOW BANCO SABADELL DOUBLED DIGITAL ADOPTION & ACHIEVED 50% FASTER TIME TO MARKET**

**Louis Granger**, VP Asia Pacific, UserTesting

**12:30 LUNCH & NETWORKING**

**1:10 PANEL DISCUSSION : RETHINKING END-TO-END ENGAGEMENT TO CRAFT SEAMLESS EXPERIENCES**

**Jordan Webster**, Head of Channel Automation, Bupa

**Simone Van Veen**, Chief Member Officer, Bank First

**Brendan Donoghue**, Head of Digital & Customer Experience, UniSuper

**Georgie Obst**, General Manager - Digital, HESTA

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

**1:50 CASE STUDY : TRUST AT EVERY TOUCHPOINT : WHY CUSTOMER ENGAGEMENT IS A CRUCIAL COMPONENT OF PRIVACY & RISK MANAGEMENT**

**Samar Gaheer**, Lead Solutions Consultant, Braze

## TECHNOLOGY

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

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

**Angel Padrigano**, Head of Technology - Investments, Rest

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

**JB Naik**, Platform Engineering Practice Lead, Commonwealth Bank

**Moderator: Marcello La Rosa**, CEO & Co-Founder, Apromore, Professor, University of Melbourne

**12:00 CASE STUDY: FROM VISION TO VALUE: HOW LOW-CODE PLATFORMS POWER AI EXECUTION & DIGITAL FOUNDATIONS**

**Simon Guerin**, Field CTO APJ, Mendix at Siemens ANZ

**12:30 LUNCH & NETWORKING**

**1:10 PANEL DISCUSSION: RISK VS REWARD - BALANCING SECURITY & INNOVATION**

**Luke Ma**, Head of Technology Controls & Governance, AIA

**Bill Armour**, Chief Experience Officer, Finspo

**Matthew Barnes**, Chief Technology Officer, OneTwo Finance

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

**1:50 ATTENDEE SPOTLIGHT: BUILDING A WORLD-CLASS TECHNOLOGY STRATEGY**

**Peter Jones**, COO, Nimo Industries

**2:20 AFTERNOON TEA & NETWORKING**

**2:40 CLOSING KEYNOTE: THE ROLE OF COLLABORATION TO DRIVE WORLD-CLASS CUSTOMER EXPERIENCE & DISRUPT AUSTRALIA'S FINANCIAL SERVICES INDUSTRY**

**Charlie Short**, Head of Growth APAC, Revolut

**Sam Roberts**, Head of Product & Operations, Revolut

**3:10 CLOSING REMARKS FOLLOWED BY NETWORKING DRINKS**

**4:20 EVENT ENDS**

