

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



SUDHAKAR RAMASAMY
Digital Program
Director



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



NATHALIE MOSS
Practice Lead - Lending



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
Leann Jones, Chief Executive Officer, Nimo Industries

9:20 ATTENDEE SPOTLIGHT

Digital Transformation Meets Uncertainty: What's Next for Banking?

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
Lyndall Rose, Chief Information Officer, Police Bank
Moderator: Imraan Ali, Regional Vice President, nCino

10:20 CASE STUDY: FROM CORE APPLICATIONS TO COPILOT: WHY BASIC ADOPTION STILL BREAKS TRANSFORMATION IN BFSI

Sam Rosenthal, Digital Adoption Consultant, Whatfix

10:50 MORNING TEA & NETWORKING

EXPERIENCE

Chairperson: Leann Jones, Chief Executive Officer, Nimo Industries

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

Simon Burt, Head of Digital & Proposition Development, NGM Group
Sam Adeloju, Chief Experience Officer, Unloan
Helen Hey, General Manager - Digital Domain, Commonwealth Bank Australia
Moderator: Aaron Everingham, Sales Director, Smart Communications

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

12:30 LUNCH & NETWORKING

1:20 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
Moderator: Paul Judd, Senior Solutions Architect, Optus

2:00 TRUST AT EVERY TOUCHPOINT

Erin Bankatis, Director of Industry Marketing, Financial Services Lead, Braze



TECHNOLOGY

Chairperson: Peter Jones, Chief Operating Officer, Nimo Industries

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
Moderator: Gus Quiroga, Head of Pacific Region, Temenos

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

12:30 LUNCH & NETWORKING

1:20 PANEL DISCUSSION: LEVERAGING EMERGING TECHNOLOGIES TO DELIVER VALUE & ELEVATE PERFORMANCE IN BANKING

Sudhakar Ramasamy, Digital Program Director, ANZ
Nathalie Moss, Practice Lead - Lending, Bendigo & Adelaide Bank
Tianyu Siu, Head of Group Strategy & Innovation, Great Southern Bank
Damian Brennan, Division Director - AI & Analytics, Macquarie Group
Moderator: Jared McMahon, Regional VP APAC, Camunda

2:00 FROM TECH DEBT TO TECH AGILITY: REBUILDING A DIGITAL STACK WITH COMPOSABLE ARCHITECTURE

2:30 AFTERNOON BREAK & NETWORKING

3:00 KEYNOTE: THE EVOLUTION OF BANKING - FROM 'DIGITAL' TO 'INTELLIGENT'

3:30 CLOSING REMARKS FOLLOWED BY NETWORKING DRINKS

4:30 EVENT ENDS

