

The Digital Financial Services Summit NSW 2025

Embracing a new era of innovation in financial services

📅 4 September 2025

📍 The Fullerton Hotel, Sydney

FEATURED SPEAKERS



Paul Bloxham
Chief Economist



Jeremy Hubbard
Chief Technology & Data Officer



Louise Higgins
Executive GM Strategy, Transformation & Data



Jenny Ronald
Chief Product Officer



Ashton Jones
Director - Customer Innovation



Ritchie Ng
Distinguished AI Scientist



Lyndall Rose
Chief Information Officer



Anhtai Anhtuan
Chief Product Officer



Nikil Deo
Head of Technology



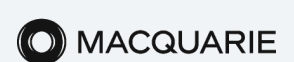
Karis Dorrigan
Head of Product



Sophie Imbert
Head of Customer Experience & Transformation



Wesley Smith
Division Director - Head of CGM Emerging Tech & AI



KEY TOPICS

Leading the Digital Evolution of Australian Financial Services with Vision & Impact

Building Lasting Loyalty Through Personalisation, Communication and Human-Centred Design

Building the Digital Infrastructure & Foundations Needed to Thrive in the AI Era

Leveraging Emerging Technologies as Enablers to Reimagine Financial Services

The Digital Financial Services Summit NSW

AGENDA

8:30AM REGISTRATION & REFRESHMENTS

9:00AM WELCOME REMARKS

9:10AM ATTENDEE SPOTLIGHT

9:30AM PANEL DISCUSSION 

Leading the Digital Evolution of Australian Financial Services with Vision & Impact

- Paul Bloxham**, Chief Economist, HSBC
Jenny Ronald, Chief Product Officer, Bluestone Home Loans
Jeremy Hubbard, Chief Technology & Data Officer, Rest
Louise Higgins, Executive General Manager Strategy, Transformation & Data, ANZ

10:10AM CASE STUDY

Reimagining Lending Operations: AI & Automation for Scalable Growth

10:40AM MORNING TEA & NETWORKING

EXPERIENCE STREAM

11:20AM PANEL DISCUSSION 

Creating Lasting Loyalty Through Personalisation, Communication & Human-Centered Design

- Alena Jang-Croucher**, Head of Customer Lifecycle Management, HSBC
Kim Philips, Head of Customer Operations, Tyro Payments
Sophie Imbert, Head of Customer Experience & Transformation, Russell Investments
Peter Kelly, Head of Digital Propositions, TAL

12:00PM Empowering Outcomes by Realising GenAI's Full Potential through Intelligent Automation

12:30PM LUNCH & NETWORKING

1:20PM INTERACTIVE WORKSHOPS 

2:00PM PANEL DISCUSSION 

Maximising Innovation & the Potential of AI to Elevate Customer Experience

- Karis Dorrigan**, Head of Product, Freely
Ashton Jones, Director - Customer Innovation, Insignia Financial
Moderator: Matty Sirois, Marketing Director, Pendula

2:40PM Digital Trust: FSI Customers' Expectations in 2025

TECHNOLOGY STREAM

11:20AM PANEL DISCUSSION 

Building the Digital Infrastructure & Foundations Needed to Thrive in the AI Era

- Lyndall Rose**, Chief Information Officer, Police Bank
Nikil Deo, Head Of Technology, Emergence Insurance
Ritchie Ng, Distinguished AI Scientist, Commonwealth Bank Australia
Aleena Delore, Head of Data Management, Regional Australia Bank

12:00PM How Agentic AI Is Redefining Digital Finance & Empowering Autonomy

12:30PM LUNCH & NETWORKING

1:20PM INTERACTIVE WORKSHOPS 

2:00PM PANEL DISCUSSION 

Leveraging Emerging Technologies as Enablers to Reimagine Financial Services

- Matt Cammack**, Chief Data Officer, Great Southern Bank
Anhtai Anhtuan, Chief Product Officer, Spaceship
Wesley Smith, Division Director - Head of CGM Emerging Tech & AI, Macquarie Group

2:40PM Data-Driven Transformation: Revolutionizing the Future of FSI

3:10 PM AFTERNOON BREAK & NETWORKING

3:30PM KEYNOTE: Winning World's Best Digital Bank

4:00 PM CLOSING REMARKS - Followed by Networking Drinks

5:00PM EVENT ENDS