

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



Tracy Hall
Scam & Intimate Fraud Survivor
Author 'The Last Victim'
'Who the Hell is Hamish' podcast



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



Matt Cammack
Chief Data Officer



Jenny Ronald
Chief Product Officer



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

8:30AM REGISTRATION & REFRESHMENTS

9:00AM WELCOME REMARKS FROM CHAIRPERSON

Leann Jones, Chief Executive Officer, Nimo Industries

9:10AM ATTENDEE SPOTLIGHT

9:40AM 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

Moderator: Shailesh Panday, Enterprise Lead, NCS Group Australia

10:30AM MORNING TEA & NETWORKING

EXPERIENCE STREAM

Chairperson: Leann Jones, Chief Executive Officer, Nimo

11:00AM 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

Peter Kelly, Head of Digital Propositions, TAL

Moderator: Ozaif Ibrahim, Partner - Experience Design, Bound

11:40AM SPOTLIGHT

11:50PM Beyond AI - Human Insights as the Advantage

Grant Show, Futurist, Independent Consultant

12:20PM LUNCH & NETWORKING

1:20PM 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

Maddi Bailes, Head of Product, icareNSW

Moderator: Matty Sirois, Marketing Director, Pendula

2:00PM Leading the Digital Evolution: Sharesies' Vision to be at the Heart of Eealth

Sarah Phillips, Lifecycle Marketing Manager, Sharesies

TECHNOLOGY STREAM

Chairperson: Peter Jones, Chief Operating Officer, Nimo

11:00AM 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

Caroline Ferris, Head of Core Banking Transformation, Bank of Sydney

Moderator: Peter Jones, Chief Operating Officer, Nimo Industries

11:40PM Big Bucks, Bigger Risks – How Financial Services Organisations Can Navigate Digital Transformation and Compliance

Monica Hovsepian, Head of Global FSI, OpenText

12:10PM SPOTLIGHT

12:20PM LUNCH & NETWORKING

1:20PM 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

Bella Bain, Head of Product Design, Corporate Operations Group - Associate Director, Macquarie Group (formerly)

Moderator: Peter Jones, Chief Operating Officer, Nimo Industries

2:00PM Building Modern Financial Experiences with a One-Identity Strategy

Eddie Smith, Chief Information Officer, Versent

Ali Jebelie, Senior Solution Engineer, Auth0

2:30 PM AFTERNOON BREAK & NETWORKING

3:00PM CLOSING KEYNOTE:

The Price of Trust - Insights on Scams & Fraud for Financial Services From a Con Man's Last Victim

Tracy Hall, Scam & Intimate Fraud Survivor, 'Who the Hell is Hamish' Podcast, Author of 'The Last Victim'

3:30 PM CLOSING REMARKS - Followed by Networking Drinks

4:30PM EVENT ENDS