



Wednesday 2 May 2018



Doltone House - Hyde Park, Sydney



#FSTBankSummit

AGENDA

8:00 Registration Starts

8:30 Chairperson Welcome Address – Robert Coorey, Conference Chairperson

8:35 Building an Adaptive Organisation and Thriving in a Disrupted Market

- Culture and communication
- Learning and leadership
- Purpose and practices



Gerard Florian, Group Executive – Technology, ANZ

9:00 Peer-to-Peer Discussion Round 1

9:40 Peer-to-Peer Discussion Round 2

10:20 Morning Tea & Networking

10:35 Peer-to-Peer Discussion Round 3

11:15 Peer-to-Peer Discussion Round 4

11:55 Redefining the Way Customers Engage with their Finances

- Driving customer experience transformation through digital solutions
- Building customer centric and commercially minded cultures
- Innovating in response to market disruption



Rachna Gandhi, Executive General Manager, Customer Strategy, Design and Innovation, Suncorp Group

12:15 Plated Networking Lunch

13:00 Peer-to-Peer Discussion Round 5

13:40 Building Australia's First 100% Digital Bank, Designed Entirely for Mobile

- Allowing customers to make intuitive, optimised, rapid and better money decisions without the angst
- Working with regulators to open up the neobank market
- What will Australia's financial services industry look like in 2020?



Eric Wilson, Chief Executive Officer, Xinja (Australia's First Neobank)

14:00 International Keynote Presentation: Open Banking – Embracing the Next Financial Revolution

- Building the IT infrastructure and APIs that facilitate real-time data sharing
- What are the crucial ingredients of a successful partnership ecosystem?
- Rethinking privacy and security in an unfolding open banking scheme



Diana Biggs, Head of Digital Propositions, UK & Europe, HSBC (UK)

14:25 Chairperson's Closing Remarks

14:30 Close of Conference

Peer-to-Peer Discussion Topics

STREAM A



Open APIs

Diana Biggs, Head of Digital Propositions, UK & Europe, HSBC (UK)
Vivek Kant, Chief Architect & Sr. Director of Technology, Cognizant



Digital Transformation

Drew Unsworth, Head of Digital Transformation and Performance, Westpac Group
Ike Kavas, CEO and Founder, Ephesoft Inc



Automation Engineering

Fay Flevaras, Banking & Capital Markets CTO, Australia & New Zealand, DXC Technology
Michael Kong, Financial Service Lead, DXC Consulting



Insights & Analytics

Nick Hoskins, Country Manager (Australia & New Zealand), Cloudera



Business Transformation

Kobie Tesoriero, Head of Business Transformation, Rabobank
Robert Coorey, Conference Chairperson



STREAM B



Open Banking

Shan Yong, Head of Consulting, Fiserv
JR Calvo, VP Sales – FinKit, Digital Banking Group, Fiserv



Digital Engagement

Yiming Pan, Head of Digital Marketing and Engagement, Citi
Nicholle Lindner, Industry Director, Financial Services Asia Pacific | Global Financial Services, Unisys



Artificial Intelligence

Simon Spencer, Head of Data & AI Strategy, Suncorp Group
Robert Schwarz, Managing Director, ANZ, Nuance Communications



Customer Experience

Ely Bloom, Head of Marketing Programs, Consumer Marketing and Customer Strategy, NAB



Security

Steven York, Chief Security Officer and General Manager, Group Compliance, Bank of Queensland
Julia Smith, Global Director, Financial Services Industry, ServiceNow



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