

Tuesday 9 May 2017
 ICC, Sydney
 #FSTBankSummit

AGENDA

8:30 Registration Starts

9:00 Chairperson Welcome Address – Robert Coorey, Online Marketer and Author

9:05 Digital CX Leaders Panel

David Newton
Head of Digital
Banking
Citibank Australia



Bryan Meredith
Head of Digital
Rabobank



Vimpi Juneja
Group Executive,
Product &
Strategy
Bank of
Queensland



Jonah Cretser-
Hartenstein
Manager, Digital
Innovation &
Emerging Channels
ING DIRECT
Australia



Victoria
Richardson
Chief Strategy
Officer
Australian
Payments
Network Limited

9:30 Peer-to-Peer Discussion Round 1

10:05 Peer-to-Peer Discussion Round 2

10:40 Peer-to-Peer Discussion Round 3

11:10 Morning Tea

11:20 On-stage Interview: Designing the Digital Banking Platform and Customer Experiences of the Future

Simon Clarke
Executive Manager, Digital Channel Planning
Suncorp Group



11:40 Peer-to-Peer Discussion Round 4

12:15 Peer-to-Peer Discussion Round 5

12:45 Re-Imaging the Banking Experience – Financial Empowerment through Social and API Banking

Gé Drossaert
Boardmember and Chief Commercial Officer
Fidor AG (Germany)



13:05 Networking Lunch

14:00 Summit Concludes

Peer-to-Peer Discussion Topics



Customer-centric Digital Strategy

Moderator: **Derek Brand**, Regional Director, Banking and Financial Services, **Kofax**
Discussion Lead: **Daryl Babus**, Head of Digital Strategy and Planning, **Westpac Group**



Agile & Mobile Transformation

Moderator: **Dan Westley**, Head of New Business Acquisition, ANZ, **BlackBerry**
Discussion Lead: **Jennie Bewes**, Former Head of Technology Enabled Advice (AMP) and Digital Director (UBank)



Banking on Cloud

Moderator: **Mark Phillips**, Country Manager, **Box Inc.**
Discussion Lead: **Lucas Challamel**, Senior Consultant Digital Technology, **UBank**



Open Banking

Moderator: **Sajeev Bahl**, Director, Global Professional Services, Asia Pacific, **Red Hat**
Discussion Lead: **Gé Drossaert**, Boardmember and Chief Commercial Officer, **Fidor AG (Germany)**



Data Analytics

Moderator: **Costa Mikhael**, National Sales Director – AUS/NZ, **Stibo Systems**
Discussion Lead: **Prakash Kuttikatt**, Head of Business Intelligence and Data, **Commonwealth Bank**



Digital Customer Journey

Moderator: **Robert Coorey**, Online Marketer and Author
Discussion Lead: **Janelle McGuinness**, General Manager - Digital and Delivery, **Virgin Money Australia**



AI and Bots

Moderator: **Carlo Lacota**, Head of BFS Australia & New Zealand, **Cognizant**
Discussion Lead: **Professor Mary-Anne Williams**, Director, Disruptive Innovation, **UTS: Magic Lab**



Connected Banking

Moderator: **Andrew Dent**, Client Architect, **MuleSoft**
Discussion Lead: **Stephanie Iredale**, Head of Channel Initiatives, Digital and Direct, **National Australia Bank**



Internet of Things

Moderator: **Dean Plant**, Technical Director, ANZ, **MobileIron**
Discussion Lead: **Stuart Low**, Head of Innovation, Australia & New Zealand, **Rabobank Australia**



Purpose-built CRM

Moderator: **Marcel van Egdome**, Head of Product, Production and Operations, **FST Media**
Discussion Lead: **Richard Hilliard**, Head of Digital Transformation, **Aussie**



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