

Wednesday, 19 July 2017 SKYCITY Convention Centre, Auckland

#NZBanking

AGENDA

8:30 Registration & Networking

SECURITY

9:10	Chairperson's Opening Remarks	
9:20	Achieving Security Resilience in the Digital Era Tony Arnold, Head of Technology & Information Security Risk, ANZ	
9:40	Keynote Presentation	
10:00	The Reserve Bank, Cyber Security and the Regulatory Framework Toby Fiennes, Head of Prudential Supervision, Reserve Bank of New Zealand	
10:20	Keynote Presentation	
10:40	Morning Tea & Networking	
11:10	Working Together to Combat Cyber Threats Mark Knowles, Director of Cyber Security & Risk, IAG New Zealand	

DIGITAL CX

9:10	Chairperson's Opening Remarks Richard Holstein, Master of Ceremonies	
9:20	Driving True Customer Innovation — The Customer-first Approach to Digital Banking Melissa Macfarlane, Chief Digital Officer, Westpac New Zealand	
9:40	Keynote Presentation	
10:00	On-stage Interview: Driving Integrated Analytics Transformation in the Customer-driven and Governed Economy Tina MacLean, GM Information and Insights, ANZ	
10:20	Keynote Presentation	
10:40	Morning Tea & Networking	
11:10	Working with the Regulator: the Fintech and Regtech Guide Garth Stanish, Director of Capital Markets (Chair of Innovation Strategy Group), Financial Markets Authority	

11:30	Interactive CXO Dialog	<p>Chris Robb Chief Information Officer AMP New Zealand </p> <p>David Cunningham GM - Customer Banking The Co-operative Bank </p> <p>Carmen Casagrande Chief Information Officer Cigna New Zealand </p> <p>Jonathan Lee Chief Operating Officer Co-op Money NZ </p>
12:00	Keynote Presentation	Adam Lowry , GM, Technology and Professional Services, Asia, Fuji Xerox Document Management Solutions
12:20	Reinventing Customer Relations and Technology Interfaces	Marie Collins , GM Technology & Support, TSB Bank
12:40	Networking Lunch	
13:40	Domino's Secret Recipe for Successful Disruption — Making Digital Transformation Sustainable and Profitable	Scott Bush , GM of New Zealand, Domino's Pizza
14:00	Keynote Presentation	Carol Chris , Managing Director, Equifax
14:20	Digital & Innovation Leaders Panel	<p>Fiona Murphy Head of Digital and Self Service Channels Kiwibank </p> <p>Oliver Lynch Head of Customer Experience, Brand and Marketing Westpac New Zealand </p> <p>Lydia Zulkifli Head of Digital Strategy Heartland Bank </p> <p>Roxanne Salton Head of Digital Strategy & Delivery Mercury </p> <p>Greg Dickason Executive GM Technology CoreLogic </p>
14:50	Fintech Spotlight	
15:00	Afternoon Tea & Networking	
15:30	Reimagining User and Customer Experiences in the Emergence of Automation and IoT	Gerben Otter , Chief Information Officer, Fonterra
15:50	Keynote Presentation	
16:10	International Keynote: Being the First to Capitalise on an Emerging Market Demand	James Kresge , Head of Digital Commerce Engineering, Capital One (USA)
16:30	Chairperson's Closing Remarks and Prize Giveaway	Richard Holstein , Master of Ceremonies
16:35	Networking Drinks & Canapés	
17:35	Close of Conference	

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