AUSTRALIAN BUSINESS BANKING SUMMIT 2017

Business Banking – An evolution through digital transformation

Thursday 17th August 2017
Hyatt Regency, Sydney

This agenda is subject to change

www.australianbusinessbankingsummit.com.au

#ABBS2017 I @RFimediaGRB

For more information, please contact Chloé James at RFi Group on +61 (0) 451 790 929 or, chloes@rfigroup.com
Australian Business Banking Summit

RFi Group is pleased to announce its 7th annual Business Banking Summit in Sydney, bringing together the best thought leaders across the business banking industry, to examine the latest insights and case studies in SME and business banking innovation.

Disruptors have matured into real threats, new entrants continue to emerge, and customer expectations are evolving. With significant transformation now business as usual, who will come out on top?

**Key themes include:**
- How to thrive in a low growth, low yield environment
- How do the latest regulatory and budget changes affect small business?
- Which industry sectors are the next big thing?
- What role is technology playing in servicing business customers?
- How do payment and funding needs evolve as companies mature?
- What role do banks play?
- How to be truly ‘customer-centric’

**Who Should Attend?**
- Heads of Business Banking
- Senior Directors and executives of business banking
- Senior executives, heads and directors of customer experience
- Head and directors of business lending
- Senior executives, heads and directors of digital and technology
- Heads and directors of branches, distribution, and product development
- Head and directors of marketing

**PLATINUM SPONSOR: EQUIFAX**

Equifax powers the financial future of individuals and organisations around the world. Using the combined strength of unique trusted data, technology and innovative analytics, Equifax has grown from a consumer credit company into a leading provider of insights and knowledge that helps its customers make informed decisions. The company organises, assimilates and analyses data on more than 820 million consumers and more than 91 million businesses worldwide, and its database includes employee data contributed from more than 6,600 employers.

Headquartered in Atlanta, Ga., Equifax operates or has investments in 24 countries in North America, Central and South America, Europe and more recently in the Asia Pacific region, with the acquisition of Veda, a data analytics company and the leading provider of credit information and analysis in Australia and New Zealand. Combined the companies bring nearly 170 years of data and insights experience to the marketplace.

Equifax is a member of Standard & Poor’s (S&P) 500® Index, and its common stock is traded on the New York Stock Exchange (NYSE) under the symbol EFX. Equifax employs approximately 9,400 employees worldwide.

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About RFi & Our Events

RFi Group is a global business intelligence and digital media provider focusing exclusively on financial services.

We specialize in data and information gathering, customer based insight generation and business decision support for the world’s leading financial service providers.

With offices in Toronto, London, Singapore, Sydney and Melbourne, RFi Group consistently provides clients with tailored advice and independent intelligence relevant to their specific market needs.

With a core focus on delivering insightful, valuable and actionable research within the banking sector both locally and internationally, RFi Group’s offering covers retail, SME, corporate, investment and private banking.

RFi Group produces over 60 key events throughout the year with an aim to produce quality interactive forums with insightful and relevant debate. We utilise our market insight to produce high-quality industry gatherings that provide attendees with both topical and thought-provoking sessions.

Our events are aimed at senior level industry leaders and we secure both national and internationally recognised speakers.

www.australianbusinessbankingsummit.com.au

Register now – registrations@rfigroup.com / 02 9126 2616
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Agenda

Thursday 17th August 2017

REGISTRATION

8:15 - 8:45AM
Registration and arrival tea and coffee

WELCOME & OVERVIEW

8:50AM: Summit Official Welcome: Nerida Caesar, Group Managing Director - Australia & New Zealand, Equifax

SESSION ONE: The evolution of the Australian business banking industry

Chaired by: Andrew Stabback

Support for Australian businesses

9:00 - 9:20AM
• Who are small business borrowers?
• What do they look like?
• What do you look like to a small business?
• How can you best service a small business?
• What do your customer facing staff need to know?
• What role can technology play?

Jill Lawrence, Australian Small Business and Family Enterprise

Managing risk in business banking; Changes, challenges and opportunities

9:20 - 09:40AM
Tim Williams, General Manager, Group Strategic Business Services, NAB

Establishing trust in a data value exchange

9:40 - 10:05AM
• Global themes and trends
• Co-creation of value
• Interplay of Open Data, blockchain and federated identity

Julie McKay, Group Strategy Manager, Equifax

PANEL SESSION: Challenges and opportunities for industry participants

10:05 - 10:45AM
• Uncovering and achieving digital solutions for banks, corporates, governments and merchants
• Industry verticals – Business’s top financial needs and priorities
• SME lending lagging consumer lending, how to unlock growth and capture the Working Capital opportunity

Moderated by Grant Johnston, Commercial Payment Solutions, Mastercard Worldwide

With;

Brendan Green, General Manager- Working Capital Solutions, Octet Finance
Stephane Ibos, CEO, Maestrano
Claire Scott, Head of Everyday Banking, Westpac

MORNING TEA

10:45 - 11:15AM
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SESSION TWO: The role of technology and innovation in business banking

Global perspective, open banking and customers

11:15AM - 11:45PM
• Global perspectives on digital
• What will Open Banking mean for data availability and businesses?
• How will attitudes to non-traditional players change

Alan Shields, Managing Director - Consulting, RFI Group

Digital adoption by businesses

11:45 - 12:15PM
• Digital adoption by Australian Businesses (St George Group Priorities)
• Risk and regulation: how business banks are managing in the new environment
• The Network: utilising the full bank suite to service businesses throughout their lifecycles - and how these lifecycles are changing for the new breed of SME

Cathy Yuncken, General Manager - Business Banking, St George Group

Technology and innovation

12:15 - 12:45PM
• Digital and data – building your in-house advisory
• New capabilities; bought, built or partnered – a case study
• Evolution of the value chain

Ingrid Heal, Director, Product Sales, Mastercard Commercial Payments

PANEL SESSION: The digital journey of business banking relationships

12:45 - 1:30PM
• The challenges of customer acquisition
• The role of data analytics
• Partners or competitors?

Moderated by Chlöe James, Group Media Director, RFI Group and Host of ‘Business Success’, Sky News – Business
With;
Tania Motton, General Manager, Business Banking, ANZ
Ben Styles, General Manager - Product and Partner Development, Xero
Izzy Silva, General Manager, Consumer and Digital Marketing, Equifax

LUNCH

1:30 - 2:30PM
SESSION THREE: Going beyond the traditional business banking model for growth
LAB Group demo - digital on-boarding of a complex business
2:30 - 2:45PM
Nick Boudrie, CEO, LAB Group and Lyndon Webster, CTO, LAB Group

A FIRESIDE CHAT: Are you thinking Platforms? – The 21st century business operating model
2:45 - 3:15PM
• How does a Platform approach deliver benefits to your business?
• Will Platform Thinking marry existing legacy applications with new digital ecosystems to unlock opportunity for rapid innovation and customer engagement?
• How to create value with scale and efficiency
A Fireside chat with Fay Flavaras, CTO Banking, DXC Technology and; Chloé James, Group Media Director, RFi Group and Broadcast Presenter and Host of ‘Business Success’, Sky News – Business

AFTERNOON TEA
3:15 - 3:45PM

SESSION FOUR: The competition - Alternative lending
Why Alternative Business Lending?
3:45- 4:15PM
• The Changing Landscape
• Industry Challenges
• Customer Research
• Where to now?
John DeBree, Managing Director - Australia, Capify

PANEL SESSION: Alternative lenders, providing a new way forward
4:15 - 5:00PM
• Bringing new thinking to old problems
• Collaboration to transform customer relationships
• Utilising smarter data, proprietary technology and unique customer experiences
Moderated by Josh Gadsby, Business Development Director, RFi Group
With;
Aris Allegos, CEO, Moula
John DeBree, Managing Director - Australia, Capify
Daniel Foggo, CEO, Ratesetter
Debora Holtham, Consultant, Digital Strategy, DXC Technology

CLOSING REMARKS
Summit Close: 5:00PM
The 7th annual Australian Business Banking Awards will take place from 7:00 - 10:00PM at the Hyatt Regency
Please follow this link for further information.