

Monday, April 3, 2017

2:45PM - 3:50PM

Deposits & Payments

Grapevine B

It's My Money and I Want it Now: The Next Generation of Payments

Fast, secure and convenient! You can hear consumers and small businesses chanting these words around the world. Okay, maybe not. But there is no question consumers expect innovation in payments. These demands, empowered by mobile technology, have encouraged new players to take transfer payments to the next level. Explore how the payments landscape is changing and why it's critical you keep up.

Speaker(s):

Cecilia Frew, *Senior Vice President, Head of U.S. Visa Direct, Visa, Inc.*

Lisa McFarland, *CPO, Ingo*

Pete Steger, *Head of Business Development, Kabbage*

Whitney Stewart, *Senior Vice President, ePayments Product Management, Strategy & Business Development, Fiserv*

John Thomas, *Executive Vice President, US Payments, TD Bank*

4:00PM - 5:00PM

Deposits & Payments, Digital Channels

Grapevine B

Which Comes First, the Chicken or the Shark? Solving the Innovation Riddle

Whether nurturing new tech chicks in incubators or battling it out in shark tanks, financial firms must provide consumers with innovative services while safeguarding their finances. Hear about lessons learned, outcomes generated from collaboration and competition, and how best to create a culture of innovation.

Speaker(s):

Deva Annamalai, *Director, Marketing Technology & Innovation, Fiserv*

Peggy Mangot, *Senior Vice President, Innovation, Wells Fargo*

Matt Wilcox, *Senior Vice President, Marketing Strategy and Innovation, Fiserv*

Lamont Young, *Head of Digital, Head of Multi-Channel Marketing, Citizens Bank*

Tuesday, April 4, 2017

9:55AM - 10:55AM

Deposits & Payments, Digital Channels

Grapevine B

Real-Time Payments: Excelling by Drawing on Lessons Learned

As real-time payments initiatives in the U.S. become a reality, the billion dollar question is how to commercialize, ensure adoption, and seize opportunities to differentiate. Join experts in a discussion regarding what we can learn from international experiences in countries that moved early on real-time payments.

Speaker(s):

Alenka Grealish, *Senior Knowledge Expert, Global Manager Transaction Banking*, the Boston Consulting Group

Maarten Peeters, *Payments & Transaction Banking Expert*, the Boston Consulting Group

11:25AM - 12:25PM

Deposits & Payments, Digital Channels

Grapevine B

Empowering the Customer in the New Fraud Frontier

With new technologies, digitization of interactions, and sky-high customer expectations, the fraud ecosystem is evolving at an extremely fast pace. Explore industry trends and how various technologies can be used to combat fraud.

Speaker(s):

Andrew Davies, *Vice President, Global Market Strategy, Financial Crime Risk Management*, Fiserv

1:30PM - 2:30PM

Deposits & Payments

Grapevine B

Deposits: The Evolving Value Exchange

Learn how the value of deposits to banks and consumers has shifted over time. Consider approaches banks are exploring to develop new propositions that consumers both desire and are willing to pay for.

Speaker(s):

Kevin Condon, *Senior Vice President, Product Management Executive*, Bank of America Corporation

Jill Enabnit, *Senior Vice President, Deposit Products & Pricing Science*, U.S. Bancorp

Aaron Fine, *Partner and Co-Head of Retail and Business Banking Practice, Americas*, Oliver Wyman

Matthew Wind, *Senior Vice President - Director Retail Product Management*, Comerica Bank

3:00PM - 4:00PM

Deposits & Payments

Grapevine B

Workforce of the Future: How to Retain Top Talent

Finding, training and retaining new talent are becoming increasingly challenging. Millennials desire different workplace standards than past generations and employers need to take notice. Learn strategies for building your bank's talent pipeline and retaining and developing young bank pros.

Speaker(s):

Eric Butler, *HR Talent Acquisition Consultant, Comerica*

Liz Cole, *Executive Vice President, Senior HR Business Partner, Consumer Banking Division, Citizens Financial Group*

Tony Ross, *Chief Credit Officer, Woodforest National Bank*

Teresa Tschida, *Senior Practice Expert, Gallup*

4:10PM - 5:10PM

Deposits & Payments

Grapevine B

Is There a Perfect Product at a Perfect Price?

Is it possible to launch a perfect product at the perfect price for every customer experience? Many banks have multiple pricing and analytics models for each line of business, but are these practices over simplified? Learn strategies for pricing and revenue maximization.

This session will discuss the concept of client centric pricing – which is the ability to price the entire customer relationship across all lines of business. In particular, we will discuss: best practices for implementing client centric pricing – the people, processes, and analytic technologies needed to enable this shift; case studies and results of client centric pricing – a holistic positive customer experience across channels and points on time, the removal of specific LOB pricing, and improved customer satisfaction and net promoter scores.

Speaker(s):

Betty Cowell, *Partner, Simon-Kucher*

Jonathan Moran, *Director of Product Marketing, Earnix*

Marc Trudeau, *Principal, Business Consultant, Earnix*