



Online Banking Review presents:

The Future of Money

Embracing new business models to
innovate, build trust and engage customers

3 December, Sydney

Confirmed speakers



Wojciech Materka

Internet entrepreneur
& innovator, former
Country Manager
mBank.cz



Munib Karavdic

Strategy Principal
AMP



Dinuke Ranasinghe

Director of
Product Innovation
PayPal AsiaPacific



**Veronique
Whitaker**

Strategy Futurist
NAB

Developed by





Agenda

Recent research from Datamonitor found 59 per cent of global consumers trust their bank, but less than 1 in 3 trust the banking industry.

The global financial crisis is driving many bankers to rethink strategy, explore new business models and prepare their organisation for an environment where customers hold more power.

How can banks drive the future of their industry, rather than simply going along for the ride? What shape will the organisation need to take to innovate? And what is the future for banking business models, payments, branches and customer conversations?

We'll be exploring these issues and more at The Future of Money, brought to you by leading financial services industry publication *Online Banking Review* and the banking leaders we connect with on a regular basis.

8.30am Registration opens

8.45am Introduction from the Chair – Charis Palmer, Editor, *Online Banking Review*

9.00am The future of innovation inside banking

- Defining innovation, and how to build an innovative culture inside a large bank
- Where we draw inspiration, and how we structure the innovation function
- What will it take to restore people's faith in the banking industry?

9.30am Futurists & disruptors panel

- Can you be disruptive and at the same time fulfil an innovation leadership role?
- How to tell a long-term trend from a short-term fad
- What is the future of money, and how can bankers shape it?

Munib Karavdic, Strategy Principal, AMP
Veronique Whitaker, Strategy Futurist, NAB

10.30am Morning tea

11.00am The future of customer conversations

- How can a big bank engage in meaningful conversations with customers?
- How to listen to customers and prepare your organisation for change
- What is the future for social media and how should banks participate

Wojciech Materka, Internet entrepreneur & innovator, former Country Manager, mBank.cz

11.20am The future of branches

- What will the branch of the future look like?
- What can Australian bankers learn from global branch trends?
- The role of the branch in channel convergence

11.40 The future of payments

- Global payments trends and forecasts
- The emerging role of peer-to-peer and mobile
- What will drive future payments innovation?

Dinuke Ranasinghe, Director of Product Innovation, PayPal AsiaPacific

12.00 Business model panel – exploring future banking business models

- Are niche businesses the future for banking?
- Where will future competition come from?
- Where will the next wave of banking investment be directed?

Nick Dalla Riva, Director, DallaCom

1.00 End of conference and Lunch

2pm – 5pm

BarCampBank
Sydney – The
CEO challenge



What is BarCampBank? A BarCamp is an ad-hoc gathering born from the desire for people to share and learn in an open environment. It is an intense event with discussions, demos, and interaction from participants.

The aim of BarCampBank is to foster innovations and the creation of new business models in the world of banking and finance.

To date two BarCampBank events have been held in Australia – the first in Sydney in June, and the second in Melbourne in September.

<http://barcamp.org/BarCampBankSydney>
<http://barcamp.org/BarCampBankMelbourne>

BarCampBank Sydney – the CEO challenge aims to bring together senior banking executives to discuss future banking business models and the role of banks in innovating. Attendance is free but you must participate. There are no spectators at BarCamp.



Registration Form

Personal Details

Dr Mr Mrs Ms Miss

Name _____ Surname _____

Position _____

Company Name _____

Address _____

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Country _____

Telephone _____ Mobile _____

Fax _____

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Venue

MGSM CBD Campus Level 6, 51-57 Pitt St, Sydney

	Fee	GST	Total
<input type="checkbox"/> Standard	\$995	\$99.50	\$1094.50
<input type="checkbox"/> <i>Online Banking Review & Retail Banking Review subscribers & AIMIA members</i>	\$795	\$79.50	\$874.50
<input type="checkbox"/> Early bird – subscriber (if booked by November 6)	\$636	\$63.60	\$699.60
<input type="checkbox"/> Early bird – standard (if booked by November 6)	\$795	\$79.50	\$874.50

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