



AI & CX Transforming Financial Services Directors' Forum

27 June 2019, The Shard, London - Agenda Summary

09:30 Welcome by James Rapinac, Director, Gallup

09:35 Chairman's introduction by Martin Hill-Wilson

09:40 Opening Keynote: Taking Your CX into the Future with Conversational AI
by Chris Ezekiel, Founder & CEO at Creative Virtual

10:10 The Evolution of Financial Services in the Face of Artificial Intelligence
by Dr Djamila Amimer, Founder and CEO at Mind Senses Global

10:40 Realising value from AI in business processes by Tom Castle, Head of
Artificial Intelligence Practice & Development – Commercial Banking, Natwest

11:10 Coffee

11:30 Cutting through the regulatory red tape, by Mark Holmes, Founder and
CEO at Waymark Tech

**12:00 Effective Strategies for Implementing AI in your organisation and the
Power of Analytics** by Mignon Mapplebeck, IT Director and CIO Advisor

12:30 Panel Debate –hosted by Martin Hill-Wilson; panellists include; Mignon
Mapplebeck, Francesco Brenna, Chris Ezekiel

13:00 Lunch & Networking

**14:00 Time to Humanise Tech - Populism, Techlash and the New Age of Retail
Banking**, by Mark Cliffe, Chief Economist at ING Group

14:30 Case Study: Augmented Analytics by 2020, by Saurabh Moody Voiceman,
Founder and CEO at Alphaa AI

15:00 Panel Debate –hosted by Hugo Pinto; panellists include Tom Castle, Clara
Durdie, Djamila Amimer and Mark Cliffe.

Next Event: AI & CX Transforming Retail & Customer Data on 17th July

15:30 Coffee

15:50 Using XAI to Create the Hedge Fund of the Future, by Aric Whitewood,
Founding Partner at WilmotML

16:20 Transform your business with AI-powered decision makers, by James
Croft, COO Rainbird.AI

16:50 Closing Keynote: Cracking the code: Turning AI into ROI, by Abhijit
Akerkar, Head of Applied Sciences, Business Integration at Lloyds Banking Group

17:30 Event Close by Professor Andy Pardoe