

PROGRAM

Thursday 21 March, Sydney

	Session	Speakers
8.00am – 8.30am	Registration Tea and coffee served on arrival	
8.30am – 8.40am	Welcome and opening address	Darren Wickham, General Manager, Group Life Product & Pricing, Investments & Retirement Incomes, TAL
8.40am – 9.25am	Session 1 The future of super The unstoppable advent of new technologies is changing the way the super sector engages with members, administers funds, manages investments and recruits and develops people. In this session, Paul Howes and Yolanda Beattie will unpack the future of super and explore how we will work together, the skills that will become more important, and the actions individuals and organisations can take to prepare for the unfolding changes.	Paul Howes, National Sector Leader – Asset & Wealth Management, KPMG Yolanda Beattie, Director, Yo&Co
9.25am – 10.10am	Session 2 Investments This Q&A style session will examine investing in a lower return environment and explore alternative ideas for portfolio construction.	Travis Schoenleber, Senior Managing Director, Cambridge Associates Kylie Willment, Chief Investment Officer, Mercer
10.10am – 10.20am	Session 3 CEO update	Dr Martin Fahy, Chief Executive Officer, ASFA
10.20am – 11.00am	Session 4 Shadow Treasurer address	The Hon. Chris Bowen MP, Shadow Treasurer
11.00am – 11.25am	Morning tea	
11.25am – 11.55am	Session 5 Keynote: Pursuing purpose The recent reviews of the Australian financial services sector have really brought the concept of ‘best interest’ to the fore. With this backdrop, and an increase in Australians taking a more active approach to their finances, a brand’s sense of ‘purpose’ will be key in rebuilding trust with Australian consumers. In this session, Frank Cooper, will draw on his experience as a senior marketing executive across global technology, digital and consumer sectors and explore the concept of ‘purpose’ beyond a tagline, and why it is necessary in creating value for members and investors.	Frank Cooper, Global Chief Marketing Officer, BlackRock (USA)

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11.55am – 12.55pm	<p>Session 6</p> <p>Keynote: A view from the top</p> <p>Jacqui Cooper will tell her story of triumph, tragedy, defeat and success. It's a story that makes you believe in the strength of the human spirit. Her passion, persistence and unwavering dedication to a sport that is brutal and cruel, is inspiring.</p>	Jacqui Cooper, Winter Olympian
12.55pm – 1.40pm	Lunch	
1.40pm – 1.50pm	<p>Lightning talk 1</p> <p>A millennial's view of retirement</p>	Ashton Jones, Head of Investments, Retirement and New Propositions, TAL
1.50pm – 2.35pm	<p>Session 7</p> <p>Member engagement: Driving change</p> <p>The Royal Commission and Productivity Commission have highlighted issues in our super system and Protecting your Super is back on the agenda. Yet the question remains – are our members better off and do they even realise what is happening?</p> <p>Super funds need to cut through this noise in order to reach members and make a real difference to their retirement savings. Technology can help, but it's a matter of applying it in the right way. This session explores how technology and other factors can be used to help make super real for members and rebuild their trust in our super system.</p>	Paul Schroder, Group Executive, AustralianSuper Vicki Doyle, Chief Executive Officer, Rest
2.35pm – 3.20pm	<p>Session 8</p> <p>Data, automation and interoperability in super</p> <p>The focus on artificial intelligence, automation and greater efficiency within the superannuation system is gaining traction. Our experts will explore what is possible and how to ensure the right building blocks are in place to facilitate better, more tailored engagement of members through a range of different means.</p>	Simon Hicks, Cognitive Artificial Intelligence & Business Development Director, IPsoft Ash Priest, Managing Partner, Novigi
3.20pm – 3.40pm	Afternoon tea	
3.40pm – 3.50pm	<p>Lightning talk 2</p> <p>Innovation through play: What our emerging leaders want to solve</p>	Georgina Lee Innovation, Growth and Client Experience Leader, Mercer



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3.50pm – 4.35pm	<p>Session 9</p> <p>The future of customer experience</p> <p>The voice revolution currently taking place in homes and smartphones the world over, along with the increasing number of intelligent virtual agents and chatbots, is rapidly changing customer expectations.</p> <p>The next major interface your customers and members are going to use to interact with you is the oldest one of them all - conversation. Join two people at the forefront of this movement to understand the drivers behind this trend, and discover the keys to thriving in the conversational future.</p>	<p>Wally Brill, Head of Conversation Design Advocacy & Education, Google (USA)</p> <p>Simon Stefanoff, Director, Voice and Conversational AI, Deloitte Digital</p>
4.35pm – 4.45pm	<p>Closing remarks</p>	<p>Brian Zanker (Fellow of ASFA), Partner, Mercer and Chair, NSW State Executive Committee</p>
4.45pm – 6.00pm	<p>Networking drinks</p>	