

FINANCIAL SERVICES CUSTOMER EXPERIENCE

WWW.FINANCIALSERVICESCONFERENCE.COM

13.06.2023
Behavioural Insights, Real Value

21

Financial Services Brands
1 Day

A One-Day, Industry-Led Conference & Networking Exhibition, London, 13th June 2023

10th Annual

Exceed Customer Expectations With High-Impact, Mission-Critical Tech, Behavioural Data & Cultural Innovations For Exceptional Customer Experience Strategies & Outstanding Outcome-Focused Journeys In Financial Services





















BOOK BY 24TH FEBRUARY
SAVE £1,000

Leverage Changing Customer Needs & Expectations, Optimise Seamless, Cohesive Customer Journeys, Capture Critical Data Insights & Measure Customer Outcomes, Embrace Cutting-Edge New Tech, AI & Digital Innovations Which Balance The Human Touch, Secure Buy-In & Inspire Employees To Further Customer Duty, Support Vulnerable Customers & Deliver Bottom-Line Results

SPEAKING, EXHIBITING, HOSTING, ONE-TO-ONE MEETINGS & BRANDING OPPORTUNITIES

BOOK BY 24TH FEBRUARY & SAVE £1,000

For more information on speaking, exhibiting and arranging one-to-one meetings, please contact partner@financialservicesconference.com

 <p>Alessandra Canavesi Head of Digital Marketing & Customer Experience</p> <p>AXA</p>	 <p>Sharna Thomson Head of Customer</p> <p>Zurich Insurance</p>	 <p>Ange Johnson de Wet Business & Commercial Banking</p> <p>Lloyds Banking Group</p>	 <p>Fergus Murphy Group Customer Experience Officer</p> <p>Virgin Money UK</p>	 <p>Kevin Murphy Integration & Programme Lead, Youth & Families</p> <p>NatWest Group</p>	 <p>Dave Priestley Chief Product Officer</p> <p>Vitality</p>
 <p>Jakub Weber Director, Client Experience, Strategic Advisor</p> <p>BNY Mellon, Securities Services & Digital</p>	 <p>Bhavik Mohandas Director of Digital Products</p> <p>American Express</p>	 <p>Karen Coleman Director of Customer Operations</p> <p>Wesleyan Assurance</p>	 <p>Andreas Pantazopoulos Head of Client Insight</p> <p>Coutts</p>	 <p>Ross Coombs Product Manager</p> <p>JP Morgan Chase</p>	 <p>Mevs Chaudery CX Specialist - Corporate Sales & FX</p> <p>Citi</p>
 <p>Laurence Veale Head of Experience Design</p> <p>AIB Bank</p>	 <p>Louise Allemange Compliance Manager</p> <p>Lending Standards Board</p>	 <p>Jürgen Blumberg Head of ETF Product & Capital Markets</p> <p>Goldman Sachs</p>	 <p>Vicki Heslop Director of Customer Operations</p> <p>Covéa Insurance Plc</p>	 <p>Ashley Driver Global Head of Digital Adoption - Commercial Banking</p> <p>HSBC</p>	 <p>Anna Roughley Head of Insight & Engagement</p> <p>Lending Standards Board</p>
 <p>Tom Clay Head of Data Science</p> <p>Covéa Insurance Plc</p>	 <p>Sarah Murray Lead Behavioural Architect</p> <p>Cowry Consulting</p>	 <p>Zac Shander-Kelsey Proposition & Client Experience Manager</p> <p>BNY Mellon</p>	<p>+44 (0) 20 3479 2299</p> <p>www.financialservicesconference.com</p> <p>info@financialservicesconference.com</p> <p>Organised By: </p>		

About The Conference

Who Attends?



For more information on speaking and arranging one-to-one meetings, please contact Matthew Johnson

E: partner@financialservicesconference.com | T: +44 (0) 20 3479 2299

Speaking, Exhibition, And One-To-One Meeting Packages

DIAMOND SPONSORSHIP

1

Speaking Opportunity

- | A 15 minute speaking session in front of the entire delegation.
- | Speaker's presentation details to be included on www.financialservicesconference.com.

One-To-One Meetings

- | Hosting one-to-one meetings with 5 delegates of your choice.

Exhibition Area

- | A 3 x 2 metre exhibition area in the main networking room.

Brand Awareness & Marketing

- | Branding on the on-the-day conference materials.
- | Corporate description with full contact details to appear on the on-the-day conference materials.
- | Colour advert on the on-the-day conference materials.
- | Branding on the holding slide on the stage set.
- | Logo/button with hyperlink to be placed on www.financialservicesconference.com.
- | Logo and corporate description to appear on the partners' page on www.financialservicesconference.com.
- | Sponsorship of the speaker presentation website which all delegates visit to download presentations.

Seat Drop & Branding

- | Promotional material to be placed on all of the delegates' tables/chairs during the conference.

Delegate Passes

- | 3 delegate passes and 1 speaker pass (worth £4,396).
- | Delegate list with name, job title and company of all attendees.

Investment: £9,999 +VAT

Standard Price: £10,999

(Book Before
24th February &
Save £1,000)

PLATINUM SPONSORSHIP

2

Speaking Opportunity

- | A 15 minute main stage speaking session in front of the entire delegation.
- | Speaker's presentation details to be included on www.financialservicesconference.com.

Data Capture

- | Sole sponsorship of the Financial Services Customer Experience Conference Competition. .
- | The contents of all business card collection boxes to keep – this will be solely for your purpose.
- | Logo on holding slide during all conference breaks – including information to promote the competition and encourage participation.
- | Announcements from both the Morning Chairman and the Afternoon Chairman promoting the competition.
- | 5 minute slot to present competition prize to winner on the stage in front of entire delegation.

Exhibition Area

- | A 3 x 2 metre exhibition area in the main networking room.

Brand Awareness & Marketing

- | Branding on the on-the-day Conference materials.
- | Corporate description with full contact details to appear on the on-the-day Conference materials.
- | Colour advert on the on-the-day Conference materials.
- | Branding on the holding slide on the stage set.
- | Bespoke, designated email to your contacts offering £150 discount and publicising your involvement.
- | Logo/button with hyperlink to be placed on www.financialservicesconference.com.
- | Logo and corporate description to appear on the Partners' Page of www.financialservicesconference.com.

Delegate Passes

- | 2 delegate passes and 1 speaker pass (worth £3,297).
- | Conference Documentation Pack with delegate list.

Investment: £8,999 +VAT

Standard Price: £9,999

(Book Before
24th February &
Save £1,000)

For more information on speaking and arranging one-to-one meetings, please contact Matthew Johnson

E: partner@financialservicesconference.com | T: +44 (0) 20 3479 2299

GOLD SPONSORSHIP

3

Speaking Opportunity

- | A 15 minute speaking session in front of the entire delegation.
- | Speaker's presentation details to be included on www.financialservicesconference.com.

Exhibition Area

- | A 3 x 2 metre exhibition area in the main networking room.

Brand Awareness & Marketing

- | Branding on the on-the-day conference materials.
- | Corporate description with full contact details to appear on the on-the-day conference materials.
- | Colour advert on the on-the-day conference materials.
- | Branding on the holding slide on the stage set.
- | Logo/button with hyperlink to be placed on www.financialservicesconference.com.
- | Logo and corporate description to appear on the partners' page on www.financialservicesconference.com.

Delegate Passes

- | 1 delegate passes and 1 speaker pass (worth £2,198).
- | Delegate list with name, job title and company of all attendees.

Investment: £7,999 +VAT

Standard Price: £8,999

(Book Before
 24th February &
 Save £1,000)



SILVER SPONSORSHIP

4

Speaking Opportunity

- | Speak on one of the following panels. These last for 30 minutes in front of the entire delegation:
 - 1. CHANGING CUSTOMER BEHAVIOURS & EXPECTATIONS** with Coutts, HSBC & Lending Standards Board.
 - 2. CUSTOMER-CENTRIC CULTURES** with BNY Mellon, Zurich Insurance, JP Morgan Chase, Wesleyan Assurance & Goldman Sachs.
 - 3. THE STRATEGIC ROLE OF CX** with BNY Mellon & Vitality.

Exhibition Area

- | A 3 x 2 metre exhibition area in the main networking room.

Brand Awareness & Marketing

- | Branding on the on-the-day conference materials.
- | Corporate description with full contact details to appear on the on-the-day conference materials.
- | Branding on the holding slide on the stage set.
- | Logo/button with hyperlink to be placed on www.financialservicesconference.com.
- | Logo and corporate description to appear on the partners' page on www.financialservicesconference.com.

Delegate Passes

- | 1 delegate pass and 1 speaker pass (worth £2,198).
- | Delegate list with name, job title and company of all attendees.

Investment: £5,999 +VAT

Standard Price: £6,999

(Book Before
 24th February &
 Save £1,000)

For more information on speaking and arranging one-to-one meetings, please contact Matthew Johnson

E: partner@financialservicesconference.com | T: +44 (0) 20 3479 2299

ONE-TO-ONE MEETINGS

5

- | Hosting One-To-One Meetings with 5 delegates of your choice.

Exhibition Area

- | A 3 x 2 metre exhibition area in the main networking room.

Brand Awareness & Marketing

- | Branding on the on-the-day conference materials.
- | Corporate description with full contact details to appear on the on-the-day conference materials.
- | Colour advert on the on-the-day conference materials.
- | Logo/button with hyperlink to be placed on www.financialservicesconference.com.
- | Logo and corporate description to appear on the partners' page on www.financialservicesconference.com.

Delegate Passes

- | 3 delegate passes (worth £3,297).
- | Delegate list with name, job title and company of all attendees.

Investment: £5,999 +VAT

Standard Price: £6,999

(Book Before
24th February &
Save £1,000)

BRANDING & ADVERTISING

7

- | Branding on the on-the-day conference materials.
- | Sponsorship of the speaker presentation website which all delegates visit to download presentations.
- | Bespoke, designated email to your contacts offering £150 discount and publicising your involvement.
- | Logo/button with hyperlink to be placed on www.financialservicesconference.com.
- | Logo and corporate description to appear on the partners' page on www.financialservicesconference.com.
- | Logo/branding on a minimum of three email campaigns.
- | List of attendees on the day.
- | 2 delegate passes (worth £2,198).

Investment: £1,999 +VAT

Standard Price: £2,499

(Book Before
24th February &
Save £500)

EXHIBITION STAND PACKAGE

6

- | 3 x 2 metre exhibition area in the main networking room.
- | Branding on the on-the-day conference materials.
- | Corporate description with full contact details to appear on the on-the-day conference materials.
- | 2 delegate passes to the conference (worth £2,198).
- | Delegate list with name, job title and company of all attendees.

Investment: £3,999 +VAT

Standard Price: £4,999

(Book Before
24th February &
Save £1,000)

DRINKS RECEPTION PACKAGE

8

- | Sole sponsorship of the Financial Services Customer Experience Conference reception.

Exhibition Area

- | 3 x 2 metre exhibition area in the main networking room.

Brand Awareness & Marketing

- | Branding on the on-the-day conference materials.
- | Corporate description with full contact details to appear on the on-the-day conference materials.
- | Logo/button with hyperlink to be placed on www.financialservicesconference.com.
- | Logo and corporate description to appear on the partners' page on www.financialservicesconference.com.

Delegate Passes

- | 2 delegate passes to the conference (worth £2,198).
- | Delegate list with name, job title and company of all attendees.

Investment: £3,999 +VAT

Standard Price: £4,999

(Book Before
24th February &
Save £1,000)

For more information on speaking and arranging one-to-one meetings, please contact Matthew Johnson

E: partner@financialservicesconference.com | T: +44 (0) 20 3479 2299