



11-12 SEPTEMBER, 2024

**CDAO FSI UK**

Europe's Most Senior Data & Analytics Event for Financial Services and Insurance

### Confirmed Speakers:

- Tom Clay, *Chief Data Scientist, Covea Insurance*
- Seeta Halder, *Head of Data Insights, Nottingham Building Society*
- Paul Dongha, *Group Head of Data and AI Ethics, Lloyds Banking Group*
- Susana Ponce Froment, *Global Head of Financial & Credit Risk, Tide*
- Dare Akinwunmi, *Chief Data & AI Officer, Interswitch Group*
- Matthew Hodgson, *Head of Data Science, Hiscox*
- Chris Butler, *Head of Data and Analytics HSBC UK*
- Joanne Biggadike, *Head of Data Governance, Schroeders*
- Bhushan Kokate, *Chief Architect: Data, Analytics and AI, MS Amlin*
- Harleen Thethy, *Vice President of Digital Analytics, Barclays Investment Bank*
- Avi Arnon, *VP Venture Investor, Citi*
- Cornelia Andersson, *Group Head of Sustainable Finance and Investing, LSEG (London Stock Exchange Group)*
- Dario Morelli, *Head of Advanced Analytics and AI, Admiral Group*
- Edmund Towers, *Head of Regtech & Advanced Analytics, Financial Conduct Authority*
- Philip Treleven, *Director of the UK Centre for Financial Computing and Analysis and Professor for Computing, UCL*
- Gael Decoudu, *Director Data Science, Chetwood Financial Limited*
- Janthana Kaenprakhamroy, *CEO and Founder, Tapoly*
- Bushra Saba, *Lead Information Architect, Lloyds Banking*
- Hanne Carlson, *Senior Data Scientist, Cabot Credit Management*
- Jonathan Davis, *Data Science Lead, UK Operations, Zurich*
- Niresh Rajah, *Chief Data & AI Officer, DLA Piper*

MAIN CONFERENCE DAY ONE – 11<sup>TH</sup> SEPTEMBER

8:00-8:45

Registration & Networking

8:45-9:00	<i>Chair's Opening Remarks</i>
9:00-9:30	<p><b>A Data-Driven Revolution in Financial Services &amp; Insurance</b>  Harleen Thethy, <i>Vice President of Digital Analytics, Barclays Investment Bank</i></p> <ul style="list-style-type: none"> <li>• Advanced data analytics with deeper risk insights through innovative techniques, enabling proactive risk assessment and prediction</li> <li>• Effective risk dashboards leveraging design principles to clearly convey complex information to stakeholders</li> <li>• From sharper risk measurement to leveraging AI for more accurate risk forecasting</li> <li>• Improved precision in risk quantification, leading to informed decisions for effective risk mitigation strategies and resource allocation</li> <li>• Strengthening and demonstrating regulatory compliance with evolving regulations that emphasize data governance and data-centric risk management practices</li> </ul>
9:30-10:00	<p><b>Modern Data: Powering Risk Management &amp; Compliance in Finance</b>  Susana Ponce Froment, <i>Global Head of Financial &amp; Credit Risk, Tide</i></p> <ul style="list-style-type: none"> <li>• Conquering top risks and compliance challenges with innovative solutions</li> <li>• Leveraging modern data architectures for speed, reduced risk, and data-driven decisions</li> <li>• Unlocking superior legal entity, counterparty risk management, data quality, and lineage management</li> <li>• Tips for building predictive analytics and data-driven insights through democratization and sharing</li> </ul>
10:00 – 10:45	<p><b>The Roadmap to Innovation: The Data Team Evolution</b>  Bhushan Kokate, <i>Chief Architect: Data, Analytics and AI, MS Amlin</i>  Janthana Kaenprakhomroy, <i>CEO and Founder, Tapoly</i>  Dario Morelli, <i>Head of Advanced Analytics and AI, Admiral Group</i>  <b>Moderated by: FiveTran</b></p> <ul style="list-style-type: none"> <li>• Redefining data leadership, fostering a data-driven culture that fuels better decision-making and risk management</li> <li>• Identifying the most impactful uses of AI on data teams, leading to increased efficiency and innovation</li> <li>• Discover where your data stack lies on the maturity curve</li> <li>• Providing strategies for the CDO to ensure the data infrastructure is robust and scalable for AI workloads, preventing bottlenecks</li> <li>• Empowering data teams with self-serve analytics</li> </ul>
10:45-11:15	<i>Refreshments &amp; Networking Break</i>
11:15 -11:45	<p><b>Evolving the CDO Role to Meet Today's Challenges</b>  Chris Butler, <i>Head of Data and Analytics HSBC UK</i></p>

<p>11:45 – 12:15</p>	<p><b>Ethical AI Governance: Building a Fair and Equitable Future with AI</b>  <b>Paul Dongha - Group Head of Data &amp; AI Ethics - Lloyds Banking</b></p> <ul style="list-style-type: none"> <li>• Leveraging the power and innovation of open-source Generative AI frameworks while integrating best-in-class commercial solutions for specific needs, optimizing resource allocation and reducing overall costs</li> <li>• Tailoring your Generative AI models to address unique industry challenges and regulatory requirements, ensuring a more customized and efficient approach</li> <li>• Incorporating pre-built, industry-specific functionalities from commercial vendors, accelerating the implementation and deployment of Generative AI solutions</li> <li>• Making use of open-source code for teams to understand and modify the underlying algorithms, fostering trust and enabling greater control over sensitive financial data used in Generative AI models</li> <li>• Integration of various tools and technologies, fostering innovation and flexibility in the long run as there is no dependence on a single vendor</li> </ul>	
<p>12:15– 13:00</p>	<p><b>Panel Discussion: The Trust Tightrope: Balancing Security and Compliance in a Data-Driven World</b>  <b>Session reserved for GiQ</b></p> <ul style="list-style-type: none"> <li>• Implementing robust fraud detection measures safeguarding customer data and minimizing financial losses, fostering trust and loyalty</li> <li>• Minimizing the need for reactive measures and investigations with proactive fraud detection and compliance practices streamline operations</li> <li>• By prioritizing compliance with evolving regulations, organizations avoid costly fines and penalties, ensuring a smooth operating environment</li> <li>• Demonstrating a commitment to data security and compliance to foster a reputation for trustworthiness, attracting new clients and investors</li> <li>• Empowering organizations to make informed decisions about risk management strategies and resource allocation through data-driven insights</li> </ul>	
<p>13:00-14:00</p>	<p><i>Networking Lunch</i></p>	
	<p><b>TRACK A – FINANCIAL SERVICES</b></p>	<p><b>TRACK B – INSURANCE</b></p>
<p>14:00- 14:45</p>	<p><b>Discussion Group A: Demystifying AI: How Explainable Models Can Boost Risk Management and Customer Trust in Banking</b>  Joanne Biggadike, Head of Data Governance, <b>Schroders</b>  Chris Butler, Head of Data and Analytics <b>HSBC UK</b></p> <ul style="list-style-type: none"> <li>• Boosting forecasting accuracy for better decision-making on everything from loan approvals to market trends</li> </ul>	<p><b>Discussion Group B: Insurance Transformed: Generative AI as Engine of Progress or Source of Disruption?</b>  Janthana Kaenprakhamroy, <i>CEO and Founder, Tapoly</i></p> <ul style="list-style-type: none"> <li>• Utilize OpenAI models for automation, data analysis, and risk assessment to enhance underwriting accuracy, claims processing efficiency, and CX</li> <li>• Establish clear guidelines, industry standards, and regulatory frameworks to ensure transparency,</li> </ul>

	<ul style="list-style-type: none"> <li>• Identifying potential risks with greater precision, ultimately strengthening your risk management strategies</li> <li>• Unlocking new products and services for to enhance customer experience and open the door for innovative banking solutions</li> <li>• Spotting fraudulent activity early on, virtual assistants resolving customer inquiries swiftly, and automated reports ensuring seamless compliance</li> <li>• Harnessing the Power of NLG (Natural Language Generation) for increased efficiency and accuracy</li> </ul>	<p>fairness, and accountability in using OpenAI's generative AI models in insurance</p> <ul style="list-style-type: none"> <li>• Collaborate with regulators and providers to integrate the technology effectively, manage risk, and maintain customer trust</li> </ul>
<p>14:45-15:15</p>	<p><b>Fireside chat: Decoding the Quantum: Unveiling Finance's Future in the Age of Supercomputing</b>          Bushra Saba, <i>Lead Information Architect</i>, <b>Lloyds Banking</b></p> <ul style="list-style-type: none"> <li>• Cracking complex financial models, predicting risks with unprecedented accuracy, allowing for smarter investments and a more stable market</li> <li>• Employing quantum computing as a powerful weapon to sniff out fraudsters faster and more effectively</li> <li>• Crafting hyper-personalized investment strategies that outperform traditional methods by lightyears</li> <li>• Revolutionizing the speed of finance and allowing for real-time market analysis and lightning-fast transactions</li> </ul>	<p><b>Fireside chat: Underwriting 2.0: Building Resilience &amp; Efficiency in a Dynamic Market</b>          Tom Clay, <i>Chief Data Scientist</i>, <b>Covea Insurance</b></p> <ul style="list-style-type: none"> <li>• Developing strategies to build resilience against inflation and rising costs, ensuring long-term profitability</li> <li>• Leveraging machine learning and AI to streamline processes, reduce errors, and free up valuable time for underwriters to focus on complex risks</li> <li>• Utilizing data analytics to gain deeper insights and leverage algorithmic approaches where they excel, while reserving the human touch for situations requiring judgment and discretion</li> <li>• Identifying and overcoming challenges hindering automation, paving the way for a smoother, more efficient underwriting workflow</li> <li>• Optimizing data analytics to stay ahead of emerging threats like cybercrime, cryptocurrency volatility, and climate change,</li> </ul>

		enabling proactive risk management
13:45-15:15	<p><b>Presentation: From Data Silos to Strategic Insights: How Consolidation Fuels Smarter Decisions in Finance</b> Dare Akinwunmi, Chief Data &amp; AI Officer, Interswitch Group</p> <ul style="list-style-type: none"> <li>• Breaking down information silos and creating a unified data view, for better decision-making and ultimate success</li> <li>• Analysing how data integration, warehousing and virtualization overcome hurdles like fragmented data for enhanced efficiency</li> <li>• Exploring the benefits of having a single source of truth that fosters collaboration and unlocks strategic planning for a competitive edge</li> <li>• Employing tools like data integration, warehousing, and virtualization, for a seamless collection and unification of data, unlocking a comprehensive view that fuels smarter decisions and strategic advantage</li> </ul>	<p><b>Presentation: Beyond the One-Size-Fits-All: Using Telematics and IoT Data to Create Custom Rates</b></p> <ul style="list-style-type: none"> <li>• Leveraging telematics for behavior-based pricing: recognizing the value of clarity</li> <li>• Enhancing customer trust and satisfaction by achieving a balance between advanced pricing strategies and transparent communication</li> <li>• Embracing explainability in Usage-Based Insurance (UBI) to foster customer loyalty and attract new business</li> <li>• Integrating eXplainable AI (XAI) to ensure compliance with regulatory requirements and enhance customer confidence in decision-making</li> </ul>
15:15	<b>Networking Break</b>	
15:15-16:00	<p><b>Panel Discussion: The Talent Equation: Diversity + AI = Future-Proof Teams</b> <b>Speakers:</b> Gael Decoudu, <i>Director Data Science, Chetwood Financial Limited</i> Philip Treleavan, <i>Professor and Director of UK Financial Computing Centre</i></p> <ul style="list-style-type: none"> <li>• How a diverse workforce, with a wider range of experiences and perspectives fosters more creativity and innovation the financial institutions</li> <li>• Bridging the skills gap with training and initiatives that equip the</li> </ul>	

	<p>workforce adequately to thrive alongside AI</p> <ul style="list-style-type: none"> <li>• Exploring potential challenges and strategies for ensuring ethical and responsible AI integration</li> <li>• Understanding the evolving role of human expertise in the financial sector, emphasizing strategic analysis, client relationship management and creative problem-solving</li> <li>• Exploring strategies for building a strong employer brand and fostering a culture of continuous learning and innovation</li> </ul>	
17:10-18:10	<i>Networking Drinks</i>	

**MAIN CONFERENCE DAY TWO- 12<sup>TH</sup> SEPTEMBER**

8:15 – 8:45	<i>Registration &amp; Refreshments</i>
8:45-9:00	<i>Chair’s Opening Remarks</i>
9:00-9:30	<p><b>Keynote Presentation: 2024 and Beyond: Unveiling the Data Analytics Roadmap to Success</b>  Edmund Towers, <i>Head of Regtech &amp; Advanced Analytics, Financial Conduct Authority</i></p> <ul style="list-style-type: none"> <li>• Addressing regulatory requirements as the UK Financial Conduct Authority (FCA) emphasizes fairness and explainability in AI use</li> <li>• Implementing data analytics solutions to streamline regulatory reporting and ensure compliance with evolving financial regulations</li> <li>• Securing access to customer data, enabling personalized financial services and fostering collaboration across institutions with open banking</li> <li>• Utilizing Open Banking to securely access customer data with their consent, enabling personalized financial services and collaboration across institutions</li> <li>• Migrating data analytics infrastructure to the cloud for scalability, accessibility, and cost optimization</li> </ul>
9:30 – 10:10	<p><b>Presentation: Unlocking agility without compromising security: The hybrid cloud advantage for financial giants</b></p> <ul style="list-style-type: none"> <li>• Experimenting with new technologies and applications in a secure, sandboxed environment allowing for faster development cycles and quicker time-to-market for new financial products and services</li> <li>• Providing the elasticity to scale compute resources up or down to meet peak loads, such as during tax season or during the launch of a new investment product</li> </ul>

	<ul style="list-style-type: none"> <li>• Leveraging the robust security features of public cloud providers, while keeping sensitive data on-premise for an extra layer of control</li> <li>• Meeting compliance requirements by providing a clear audit trail for data access and activity thus reducing the risk of regulatory fines and ensuring adherence to data privacy regulations</li> <li>• Facilitating disaster recovery by enabling critical data and applications to be backed up and easily restored in the event of a natural disaster or cyberattack</li> </ul>	
10:10-11:00	<i>Refreshments &amp; Networking Break</i>	
11:00-11:30	<p>Keynote Presentation: Keynote presentation: Leading the Data Charge: A Seasoned CDAO's Guide to Success in 2024</p> <p>Niresh Rajah, Chief Data &amp; AI Officer, <b>DLA Piper</b></p> <ul style="list-style-type: none"> <li>• Protecting against discrimination based on factors like race, gender, or socioeconomic background, leading to a more just and equitable society for all</li> <li>• Prioritizing data privacy gives individuals control over their personal information fostering trust and transparency in the technology</li> <li>• Emphasizing human oversight of AI systems preventing situations where AI dictates outcomes without human input</li> <li>• Leveling the playing field to ensure everyone benefits from the AI advancements, not just a select few, leading to a more inclusive and equitable future</li> </ul>	
11:30-12:15	<p><b>Presentation: Embed Insurance, Elevate Your Business: It's a Slam Dunk!</b></p> <ul style="list-style-type: none"> <li>• Creating a smoother customer experience as they can get insured right when they need it, without needing to shop around for separate coverage</li> <li>• Offering on-demand insurance, to demonstrate a commitment to customers' well-being fostering trust and loyalty, leading to higher customer satisfaction and repeat business</li> <li>• Partnering with an insurance provider and offering insurance alongside your core product or service to earn additional revenue</li> <li>• Standing out from the crowd with a unique and convenient insurance solution with an offering more attractive to customers, giving you a competitive edge in the market</li> <li>• Utilizing Insurance as a service to eliminate the burden of managing insurance complexities, allowing you to focus on your core business and scale your operations more efficiently</li> </ul>	
12:15-12:45	<p><b>Keynote panel: How ESG Data is Making Banks and Insurers Climate Superheroes</b></p> <p>Cornelia Andersson, <i>Group Head of Sustainable Finance and Investing, LSEG (London Stock Exchange Group)</i></p>	

	<ul style="list-style-type: none"> <li>• Empowering financial institutions to identify eco-friendly businesses, transforming them from bystanders to climate action heroes</li> <li>• Building portfolios that are resilient to climate change, ensuring their bottom lines are healthy and the planet stays happy</li> <li>• Giving investors a clear picture of a company's environmental and social impact allowing them to invest in companies that are good for the planet, not just their pockets</li> <li>• Preparing for the effects of climate change, creating a more secure and sustainable future for everyone</li> <li>• Unpacking the development of financial products and services that support sustainable practices, unlocking a wave of green innovation that benefits businesses, investors, and the environment</li> </ul>	
12:45-14:00	<i>Networking Lunch</i>	
	<b>TRACK A – FINANCIAL SERVICES</b>	<b>TRACK B- INSURANCE</b>
14:00-14:45	<p><b>Discussion Group: The Global Data Divide: Will Stringent Regulations Hamper International Transfers?</b></p> <p><b>Edmund Towers - Head of Regtech &amp; Advanced Analytics - Financial Conduct Authority</b></p> <p><b>Dario Morelli, Head of Advanced Analytics and AI, Admiral Group</b></p> <ul style="list-style-type: none"> <li>• How can data regulations be designed to ensure security and privacy while still allowing for the free flow of data necessary for international collaboration and innovation? Can we achieve a framework that fosters trust without hindering economic progress?</li> <li>• As data localization becomes more prominent, how will we determine the appropriate storage location for different types of data? Should control lie with the individual, the originating country, or a combination of both?</li> <li>• In a world with restricted data transfers, how will we tackle</li> </ul>	<p><b>Presentation: Getting Value From AI in Insurance</b> <b>Jonathan Davis - Data Science Lead – Zurich</b></p> <ul style="list-style-type: none"> <li>• Leveraging Predictive Analytics: Look at the use of AI-driven predictive analytics to enhance risk assessment and underwriting processes in the insurance industry</li> <li>• Fraud Detection and Prevention: Consider AI's role in identifying and mitigating fraudulent activities through advanced pattern recognition and anomaly detection</li> <li>• Customer Experience Enhancement: Learn how AI can transform customer interactions by providing personalized recommendations, automating claims processing, and improving overall service efficiency</li> </ul>



	<p>challenges that require international cooperation, such as climate change, pandemics, and cybercrime? Can effective solutions be developed without the ability to share critical data across borders?</p>	
14:45-15:30	<p><b>Enhancing Model Explainability in FS</b>  <b>Gael Decoudu - Director, Data Science - Chetwood Financial Ltd</b></p> <p>Transparent Decision-Making: Model explainability ensures that financial services professionals can understand and trust AI-driven decisions, which is crucial for regulatory compliance and informed decision-making.</p> <p>Building Stakeholder Confidence: Effectively communicating model insights and outcomes to stakeholders to facilitate better integration of AI solutions within financial services operation</p>	<p><b>Laying Foundations for AI Success: Preparing for the Cloud</b>  <b>Seeta Halder - Head of Data Insights - Nottingham Building Society</b></p> <p>Strategic Cloud Adoption: The importance of aligning cloud strategies with business goals to ensure that the transition to the cloud supports broader organizational objectives and maximizes AI potential.</p> <p>Data Management and Integration: Preparing for AI success involves robust data management practices, including integrating diverse data sources and ensuring data quality and accessibility</p> <p>Skill Development and Change Management: Investing in upskilling teams and managing the cultural shift towards cloud-based operations are critical for leveraging AI effectively</p>
15:40	<i>End of Event</i>	