

Ensuring good customer outcomes in the digital world

12th September 2017

**ABI, One America Square, 17 Crosswall, London,
EC3N 2LB**

As businesses seek to drive efficiency and commercial gains through digital channels, unique conduct challenges are created, but so are opportunities for improving outcomes.

This event will bring together experts from industry and beyond to discuss conduct risk in the digital world and what solutions can be deployed to manage them, and deliver better consumer outcomes

10:00	Registration
10:30	Welcome & Introduction
	James Bridge, Assistant Director, Head of Conduct Regulation, ABI
10:35	Industry Perspective
	Alison Rayner, Director of Risk & Compliance, Aviva UK Digital
11:05	Consultancy Perspective
	Luke Wootton, Senior Client Partner, Huntswood
11:35	Academic Perspective
	Mike Brookbanks, Visiting Fellow, Surrey Business School
12:00	Networking Lunch
13:00	Regulatory Perspective
	Michael Sicsic, Head of Retail General Insurance & Protection, FCA
13:25	Panel Discussion: Conduct challenges and opportunities presented by digitisation
	Chair: Stephen Humphreys, Head of Propositions, Huntswood <ul style="list-style-type: none"> • Mike Brookbanks, Visiting Fellow, Surrey Business School • Jane Walshe, CEO & Co-Founder, Enforced • James Cornwall, Head of Digital Data & Insight, Direct Line Group • Russell Warwick, Distribution Change Director, Prudential
14:30	Wrap up & close
	James Bridge, Assistant Director, Head of Conduct Regulation, ABI