Global WealthTech Summit USA 2024 – March 19, NYC 605 3rd Avenue, New York City

TIME	SESSION
08:00	**Networking breakfast**
09:00	**Introduction: The outlook for WealthTech** Aaron Sohdi, Director, FinTech Global
09:10	**Presentation: The State of Digital Assets in Capital Markets** **Speaker:** Thomas Sullivan, Managing Director, Société Generale FORGE
09:30	**Keynote panel discussion: The Future of Wealth Management – Unlocking success through digital transformation** **Discussion points:** • How is the landscape of asset and wealth management evolving in the face of recent macroeconomic conditions? • To what extent have legacy barriers been broken down when implementing transformational change? • Where does AI currently fall short in understanding the nuanced needs of clients? • In what ways has embracing technology contributed to the success of top-performing firms in the financial industry? • What common mistakes should AWMs be aware of when implementing digital transformation? • Within which processes are leaders expecting most digital transformation in the next five years? **Chair:** Alvina Lo, Chief Wealth Strategist, Executive Vice President, Wilmington Trust **Speakers:** Michael Lane, Head of US Wealth Enterprise, BlackRock Charles Almond, Founder & CEO, TaxStatus Rod Sayegh, Managing Director, Head of Digital Strategy, Fiduciary Trust
10:20	**Presentation 1: TBC** **Speaker:** Charles Almond, Founder & CEO, TaxStatus
10:40	**Networking Break**
11.10	**Panel 2: AI and its impact on the client-advisor relationship**

	Suggested discussion points: • To what extent has the role of an advisor changed as a result of innovation? • Where are AWMs on the journey to effectively utilising generative AI? • To what extent are customers currently comfortable with the use of AI? • What is the right balance between low/no code tech and upskilling existing employees? • What are the ethical implications of AI in wealth management? • What further innovations could be expected in the next decade? **Chair:** Ryan Larsen, Director of Data and Analytics, Capricorn **Speakers:** Mitchell Spector, Partner and Head of Fintech, Berkshire Global David Wu, Head of Knowledge Management & Generative AI, Wealth Management, Morgan Stanley
11:55	**Presentation 3: Realizing the Potential of Generative AI in Asset Management** **Speaker:** Megan Shearer Senior Data Scientist, Janus Henderson Investors
12:15	**Panel 3: Data-driven personalization strategies** **Discussion points:** • What are the primary data sources for personalization and how can they be standardised? • What are the challenges in breaking down data silos within organizations to enable a holistic view of the client for personalization purposes? • Where are the most impactful use cases? Investments? Planning? Engagement? • What performance indicators can be used to measure the success of the aforementioned strategies? • How are AWMs preparing for regulatory change on the use of client data?

	• How close are we to widespread real-time personalization? • How can alternative data sources, such as social media activity or consumer behaviour, be ethically and effectively integrated into personalization strategies? **Chair:** Paul Miles, Director, Platform Strategy & Analysis - Wealth Management Technology, Charles Schwab **Speakers:** Matthew Heintz, Head of Strategy - Wealth Management Solutions, JPMorgan Chase & Co Saxon Sorrentino, Head of Client Data Strategy, Morgan Stanley Reinaldo Ynchaustegui, Chief Technology Officer, Marathon Asset Management
13:00	**Networking Lunch**
14:00	**Panel 4: Building customer loyalty - What are the keys to client trust, engagement and retention?** **Suggested discussion points:** • Has the traditional view of mass affluent or retail clients requiring a low touch approach been changed by the adoption of AI? • What metrics are being used to measure customer loyalty? • To what extent has technology allowed for more client feedback and engagement? How? • Outside of investment performance, what drives customer loyalty? • Which features in a client portal are essential for engaging clients and building trust? **Chair:** Ash Rajan, Financial Planner, Prudential and former Chief Investment Strategist, Merrill Lynch **Speakers:** Thomas Caruso, Morgan Stanley Vanessa Fernandes, Former BNY Mellon Chief Digital Experience Officer, Independent Nikhil Sharma, Managing Principal, US Head of Client and Advisor Experience, CapCo
14:40	**Panel 5: Using tech and data to drive operational excellence** **Suggested discussion points:**

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	• How have middle and back-office teams used tech tools to enhance data organisation and processing? • To what extent has retraining and upskilling been required? • Where are there most opportunities for increased efficiencies across operations at AWMs? • How have AWMs used AI to enhance internal processes such as communication and workflows? **Chair:** Patricia Lizarraga, Managing Partner, Hypatia Capital. **Speakers:** Stanley Czyzyk, Executive Vice President, Strategic Initiatives, Moors & Cabot Arvind Joshi, Head of Data Governance – Senior Vice President, Rockefeller Capital Management Michael Korby, Head of Data Strategy, Balyasny Asset Management ***Chatham House Rule***
15:20	**Networking Break**
15:50	**Panel 6: How to master client acquisition by taking an analytics-driven approach?** **Suggested discussion points:** • How has client segmentation been impacted by AI? • To what extent can we more accurately predict client needs and behaviours? • How can AWMs ensure their marketing strategies are data-driven? • What applications exist for AI in monitoring sales and marketing performance? • What are some use cases for sales teams? • How has embedded wealth / personal finance impacted distribution? **Chair:** Gaurav Mehta, Director, Deutsche Bank Securities **Speakers:** Vineetha Kutty, Vice President , AI solutions & Client Data Science, PIMCO - cancelled

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	Katherine McCormick, Head of Data Insights Strategy, BNY Mellon – waiting on final approval Vinay Bantu, CEO & Founder, YMY Capital Howard Tiersky, CEO, FROM, The Digital Transformation Agency
16:30	**Closing Remarks**
16:35	**Networking Reception and Drinks**
17:35	**End of Forum**