



Collaboration Network

www.collaborationnetwork.co.uk

Virtual Collaboration Conference

9th February 2023

Online via Zoom

Agenda

09.00 Open for Delegates to Join

09.15 Welcome Address

Mark Bailey, Director & Co-Founder, Collaboration Network

09.30 Industry Case Study: Progressing our Customer Care Programme

Charlotte Davies, Customer Care Manager at Ageas Insurance

10.15 Industry Case Study: The Cost of Living Crisis & Supporting Vulnerable Customers

Matt Baker, Credit Strategy & Vulnerability Manager, OVO Energy
Steven Donovan, TCF & Consumer Vulnerability Lead, OVO Energy

11.00 Morning Break

11.15 Industry Case Study: Customer Experience in Challenging Times

Kate Thornton, Chief Customer Officer, SES Water

12.00 Keynote Talk: Money and Mental Health in 2023

Money and Mental Health Policy Institute

12.45 Lunch Break

13.45 Leading Culture Workshop: Building a Thriving Culture that Drives Better Outcomes

Led by Elev-8 performance

14.45 Industry Case Study: Supporting Customers Experiencing Financial Hardship

Kimberley Barrow, Money & Digital Manager, Sovereign Housing Association

15.30 Final Thoughts - Close of Conference Day Programme

15.45 Close of Conference



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