



Collaboration Network

www.collaborationnetwork.co.uk

Vulnerability Summit

21st July 2022

Online via Zoom

Agenda

- 09.00** Open for delegates to join
- 09.10** Welcome Address
Mark Bailey, Director & Co-Founder, Collaboration Network
- 09.20** **Expert Panel Discussion:** International Collaboration on Vulnerability Impact
International Collaboration between the UK & Australia
- 10.15** **Research & Insight:** Insight into Disabled Consumers
Gordon McCullough, Research Institute for Disabled Consumers
- 11.00** Refreshment Break
- 11.15** **Keynote Talk:** Achieving Good Vulnerability Outcomes: Consumer, Firm, Regulator Perspectives
Chris Fitch, Money Advice Trust
- 12.00** **Industry Case Study:** Designing the Product for Vulnerable Customers
Rachel Harper, Lloyds Banking Group
Conchita Anastasi, Three Hands
- 12.45** Lunch Break
- 13.30** **Interactive Workshop:** Supporting Customers Facing Financial Difficulties
Helen Pettifer, Helen Pettifer Training
- 14.20** **Case Study:** Protecting Vulnerable Customers from Further Harm
Stuart Murgatroyd, Data on Demand
Helen Lord, Vulnerability Registration Service
- 15.05** Refreshment Break
- 15.25** **Expert Panel Discussion:** The Vulnerability Champions Group
- Rachel Eason-Whale, London & Country - Chair of Group
- Nicki Phillips-Lord, M&G Group
- Matthew Chapleo, Shell Energy
- Rachel Ryan-Crisp, Southern Water
- 16.25** Final Thoughts
- 16.30** Close of Summit

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