



Financial Services Seminar 2026

Growth, Innovation, & Consumer Protection

7th May 2026 | Leonardo Royal Hotel London City, 8-14 Cooper's Row, London EC3N 2BQ

Through Consultation with



Headline Sponsor



Agenda

- 08.30 Registration & Welcome** - Tea / Coffee / Pastries for Delegates
- 09.50 Welcome Address**
Mark Bailey, Director & Co-Founder, Collaboration Network
- 10.00 Keynote Talk: How the Government's Growth Agenda is Changing Financial Services Regulation**
James Daley, Managing Director, Fairer Finance
- 10.30 Panel Discussion: Improved Communications by Firms that Achieve Better Customer Understanding & Outcomes**
Plain Numbers & Guests
- 11.00 Power Talk: Behaviour of People Drives Outcomes for Customers**
Jasmine Compton, Behavioural Risk Specialist, NatWest
- 11.20 Refreshment Break** - Morning Tea/Coffee
- 12.00 Fireside Discussion: The Evolving Threat of Digital Fraud & Scams - How do we Fight Back?**
Featuring Dr Elizabeth Blakelock (Monzo), Oskar Wismierski (NatWest),
& - Lizzie Clitheroe (Outseer)
- 12.40 Case Study: Complaints Handling with AI – Pilot Approach and Lessons Learned**
Abbi Fry, Head of Complaints, NFU Mutual
- 13.10 Lunch Break** - Hot Buffet Lunch & Networking
- 14.10 Keynote Talk: Innovation and Consumer Protection - the Path to Industry Growth**
Charlotte Clark, Director at the Financial Conduct Authority
- 14.40 Panel Discussion: Innovation in Customer Experience - the Past, Present, and (Near) Future**
Featuring Representatives from HSBC, Close Brothers, Sprinklr, and Brainfood Consulting
- 15.20 Refreshment Break** - Afternoon Tea/Coffee
- 16.00 Case Study: Innovation in Supporting Vulnerable Customers**
Ben Taylor, Senior Manager, Strategy and Engagement | Group Customer Vulnerability
- 16.30 Case Study: Our Strategy for Growth**
Royal London
- 17.00 Final Thoughts & Close of Trust Seminar**
- 17.10 Networking Drinks Reception**
- 19.30 Finish**

Workshop

12.00 - 12.40

An interactive communications workshop hosted by Plain Numbers exploring practical tips for achieving customer understanding best practice.

Collaboration Network Annual Partners 2026