

Future Branch

Date: 13 July 2018

Time: 11:00am – 12:00pm

CPD: 1 hour



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Webinar – Future Branch

Topic Outline

Though the branch has long been one of the hallmarks of established financial services players, ADIs are increasingly adopting a 'branch lite' strategy, as usage falls and costs rise.

Banks from around the world are grappling with how best to make use of their branch network, shifting branch staff towards high value, advice-led interactions and away from everyday banking.

This webinar explores some of the best branch innovations from around the world that work with the trends currently at play in the Australian market. This includes:

- Flagship branches – *costly white elephants or useful draws in a digital world?*
- Automated branches – *how much should be automated without sacrificing the human touch, for example RPA; Document management; Integration with other bank channels?*
- Video-banking – *leveraging a smaller adviser base.*
- Tellers as sellers – *examples of when this works and when it doesn't?*
- Using the branch to centre their bank in the community.

The structure of the presentation will be a couple of slides on the state of branch banking and overall retail banking conditions in Australia, followed by great branch innovations from around the world with data on why we feel it works in the Australian context.





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Who is this for?

Operational, Marketing and Senior Managers interested in better understanding the role of the financial services branch going forward, and examples of best practice in this strategically important area of interest for mutuals.

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Cost: \$110.00 incl. of GST per person. Where there is more than one registrant for a particular webinar from the same organisation, a discount to the value of \$55.00 will accrue for each registrant beyond the first registrant, and will be refunded to the organisation in a single payment following the webinar.

Cancellations and Transfers

A 50% refund is available for cancellations received with one weeks' notice of the webinar start date. Cancellations received within one week of the webinar will receive no refund. Registrations however can be transferred to an alternative participant at any time.

Payment Options

Payment can be made via EFT or credit card via the Online Registration Process (note: 2% surcharge for card payments). The Online Registration Process will generate a tax invoice, which in the case of EFT payments must be forwarded to the registrants Accounts Payable area to ensure payment. All card transactions are processed immediately.

Where an authentication code is requested, please contact Kayley Segalla. Email: kayleys@ism.nsw.edu.au Phone: 02 9744 5717.





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Our presenter



Andrew Haslip – Head of Content for Asia Pacific (Financial), Global Data

Andrew Haslip is the head of content for the Australian team of GlobalData Financial, based in Sydney. Andrew focuses on the wealth management market in the booming Asia Pacific region, as well as the retail banking research in Australia and New Zealand.

Recent topics of research for Andrew have included a look at the wealth management markets in Malaysia, Indonesia and Singapore. Andrew has also been involved with a large scale benchmarking project that compares the opportunity for wealth managers across some of the most attractive wealth markets around the globe, with a focus on the top markets in Asia.

In addition to wealth research, Andrew has responsibility for the Australian focused retail banking research that Global Data produces. This includes important areas such as identifying desirable consumer segments, growth niches, the mass affluent, and trends affecting the retail banking space.



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