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|  | SuperCommunity Banks Customer Experience Agenda |
|  | Hyatt Regency Scottsdale Resort, Scottsdale, AZ  October 23 - 24, 2023  (Casual attire; jeans welcome) |

# [Sunday, October 22nd]

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| [5:45 PM] | Meet Anat in the lobby. Anat’s mobile: (916) 717-1710. |
| [6:00 PM] | Optional dinner offsite\*. |

# [Monday, October3rd]

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| [7:30 AM] | Breakfast: Updates |
| [8:00 AM] | Updates: Bring best and worst ideas to share, plus any questions to the group |
| [10:00 AM] | Break |
| [10:15 AM] | CX challenges in the digital age |
| [11:15 AM] | To Zelle and not to Zelle? |
| [12:00 PM] | Lunch |
| [1:00 PM] | Proactive customer problem resolution |
| [2:00 PM] | Nuisance processes we love to hate and need to address (decedents, disputes, hazard insurance) |
| [3:30 PM] | Adjourn |
| [5:45 PM] | Meet in the lobby. |
| [6:00 PM] | Dinner offsite\*. |

# [Tuesday, October 24th]

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| [7:30 AM] | Breakfast: Topics for our next meeting |
| [8:00 AM] | Change management |
| [9:00 AM] | Account Opening Process – online and in-person |
| [10:00 AM] | Break |
| [10:15 AM] | Fraud Case Customer Experience: account close/reopen, freezes, etc… |
| [12:00 PM] | Adjourn |

\*Guests are welcome.