|  |  |
| --- | --- |
|  | SuperCommunity Banks Digital Agenda |
|  | Marriott Long Wharf, Boston, MAOctober 2 - 3, 2023(Casual attire; jeans welcome) |

# [Sunday, October 1st]

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

# [Monday, October 2nd]

|  |  |
| --- | --- |
| [7:30 AM] | Breakfast |
| [8:00 AM] | Roundtable Discussion• Bring 2-3 good ideas to share with the group• Bring one best practice• Discuss an example of what not to do (disasters)• Bring questions you’d like to ask |
| [10:00 AM] | Break |
| [10:15 AM] | Virtual assistant / AI best practices |
| [11:00 AM] | Digital for small business journey |
| [12:00 PM] | Lunch |
| [1:00 PM] | Mobile RDC for business |
| [1:30 PM] | Digital platform tools beyond online / mobile, such as digital call center platform, biometrics |
| [2:30 PM] | Replacing legacy infrastructure; parallel development and implementation |
| [3:30 PM] | Adjourn |
| [5:45 PM] | Meet in the lobby.  |
| [6:00 PM] | Dinner offsite\*. |

# [Tuesday, October 3rd] - Domaine

|  |  |
| --- | --- |
| [7:30 AM] | Breakfast – Topics for the next meeting |
| [8:00 AM] | Intersection of Digital and Digital Fraud |
| [9:00 AM] | How to get business leaders to think strategically and not just incremental improvement |
| [9:45 AM] | Break |
| [10:00 AM] | Digital platform integration. |
| [11:00 AM] | Digital servicing team organization and staffing. |
| [12:00 PM] | Adjourn |

\*Guests are welcome.