

## Monday, March 12, 2018

**12:45PM - 2:15PM**

General Session

Floridian A-I

### **The View Beyond the Horizon**

Technology and digital innovation have been pivotal to all industries, and access and customization is integral to our lives in everything from your latte order to medical care. Retail banking is no exception. As AI and other cutting-edge innovations change our global marketplace, how do we begin to understand the future impact on retail banking and beyond? International speaker and author Scott Klososky moves us out of the trenches to change and accelerate the way we embrace banking's impending metamorphosis ... one groundbreaking concept at a time.

#### **Speaker(s):**

**Scott Klososky**, *International Speaker & Author, Founding Partner, Future Point of View*

## Tuesday, March 13, 2018

**8:00AM - 8:45AM**

General Session

Floridian A-I

### **Beyond the Corner Office: Leading at Warp Speed**

In an era of biometric recognition and self-driving cars, it is difficult to imagine what the next 30 years may bring for banks. Join us as two CEOs and industry powerhouses share insights on remaining agile through evolution. Former CBA Board member and current Bank of the West President and CEO Nandita Bakhshi teams up with Citizens Financial Group, Inc., Chairman and CEO Bruce Van Saun to discuss disruption, innovation, moving beyond conventional thinking and their visions for what lies ahead.

#### **Speaker(s):**

**Nandita Bakhshi**, *President & Chief Executive Officer, Bank of the West*

**Richard Hunt**, *President & Chief Executive Officer, Consumer Bankers Association*

**Bruce Van Saun**, *Chairman & Chief Executive Officer, Citizens Financial Group, Inc.*

## 8:45AM - 9:15AM

General Session

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### **Innovation... Times Infinity**

Artificial intelligence was the ultimate buzzword of 2017, with Watson among its groundbreaking applications. IBM's Alistair Rennie joins CBA LIVE's general session lineup to show how AI is driving innovation in banking and beyond.

#### **Speaker(s):**

**Alistair Rennie**, *General Manager, Solutions*, IBM Watson Financial Services

## 12:05PM - 1:35PM

General Session

Floridian A-I

### **Things That Go Bump in Cyberspace**

Our digital dimensions and informational landscape are ever-evolving. From cyber-attacks to rogue states to the proliferation of the dark web, threats are rapid and increasingly complex. Join us for this edge-of-your-seat session featuring former director of the CIA and NSA General Michael Hayden. As the highest-ranking military intelligence officer in the country, this four-star Army commander (retired) will discuss geopolitics, cyber-security, our vulnerabilities and challenges, the threat of a real attack, and its potential impact on financial services and beyond.

#### **Speaker(s):**

**Todd Barnhart**, *Executive Vice President, Retail Distribution Executive*, PNC Bank  
**General Michael Hayden**, *Principal*, The Chertoff Group, Former Director of the CIA and NSA

## Wednesday, March 14, 2018

## 8:15AM - 9:30AM

Super Sessions

Waldorf Grand 2

### **Marijuana Management: "Dude, Where's My Banker?"**

They say everything new begins in the West. After crossing Colorado's state line, legalized marijuana launched a multi-billion-dollar industry and a host of regulatory and financial management challenges. As state and federal policies butt heads, banks are left to steady the scales between the law and meeting customer need. Join our experts to discuss this budding industry and where it's headed.

#### **Speaker(s):**

**William Coley**, *State Senator*, Ohio State Legislature  
**Matt Dickson**, *Senior Vice President - Principal Credit Policy Officer*, Bank of the West  
**Bruce Nassau**, *Chief Executive Officer and Partner*, Tru Cannabis  
**Marc Painter**, *Partner*, Holland & Har

## 8:15AM - 9:30AM

Super Sessions

Waldorf Grand 1

### **Fraud, Cyber-Crime and the Battle Plan for Banking**

For every innovation in financial security, thieves lay waiting. From money laundering to fraud to cybercrime, risks are ever-evolving, on the rise and costing consumers and our industry billions. Join us as experts from the bank discuss their efforts to coordinate resources and combat financial crimes today... and beyond. A consultant will share what you can do now to mitigate risk, protect your customers and preserve your bank's reputation.

#### **Speaker(s):**

**Erick Christensen**, *Managing Director*, Protiviti

**Ricardo Serrano**, *Senior Control Officer*, BBVA Compass

**Charan Singh**, *Chief Security Architect, Head of Security Strategy and Innovation*, Citigroup, Inc.

**Morgan Whitacre**, *Consumer Fraud Division*, Bank of America

## 9:40AM - 10:00AM

General Session

Floridian A-I

### **Honoring the Best in Banking**

Tem Wooldridge Award

High integrity, a strong work ethic and outstanding academic performance are the hallmarks of the CBA Executive Banking School's top student. Named for a retired faculty member, the Tem Wooldridge recipient possesses the necessary character and leadership skills to bring out the best in their teammates. This year we recognize PNC's Thomas Dent for his superior performance and academic achievements. Tom was selected by the CBA Executive Banking School faculty with input from his senior class peers.

Joe Belew Award

For the 66+ million Americans with little or no access to financial services, challenges and limitations are around every corner. This year, CBA is pleased to highlight programs going "Beyond the Bank" to serve un/underbanked consumers in their communities. The applicant with the most innovative and effective program will earn the 2018 Joe Belew Award. Named for CBA's former President who was deeply committed to community development, the award recognizes the efforts of member banks whose innovative solutions address pressing social issues.

## 10:00AM - 11:00AM

General Session

Floridian A-I

### **Washington Wednesday**

With new leadership at the OCC and CFPB, and a shift in climate under the Trump administration, what are the top priorities and action items for financial

regulators? Which policy issues are still on the table and which have been shelved? Get the inside scoop at this must-attend session as former Acting Director of the OCC Keith Noreika offers a glimpse of the DC regulatory landscape. Learn what you need to know to develop your bank's game plan for 2018... and beyond.

**Speaker(s):**

**Keith Noreika**, Former Acting Director, OCC; Partner, Simpson Thacher & Bartlett LLP