



CCMC Forum 2019 Melbourne

5 – 6 March 2019

Hosted by ANZ Bank, 833 Collins Street, Docklands

With the new Banking Code of Practice taking effect on 1 July, the sector faces fresh challenges and heightened expectations. The Banking Code Compliance Monitoring Committee welcomes you to join peers and key stakeholders at its 2019 Forum as we prepare to transition to the new Code and monitoring body.

The event run over two half days will feature expert panels, presentations by industry leaders, and active audience engagement in the form of consultation, discussions and workshops. On the evening of the Forum, there will be the opportunity to connect with peers and continue the discussion at dinner.

The Forum's diverse array of topics and perspectives include:

- customers and small business under the new Code
- how the future will look with an ASIC approved Code
- how bank executives can set a course for the future
- obligations on banks under the new Code.

We look forward to welcoming you at the CCMC's 2019 Forum.

Tuesday 5 March 2019

1.15pm

Registration

Tea and coffee provided

1.45pm

Opening Address

Shayne Elliott, ANZ Bank

2.15pm

Key Note Address

The Honourable Anna Bligh AC, ABA

2.50pm

What small businesses expect from banks under the new 2019 Banking Code of Practice

Kate Carnell AO, ASBFEO

4.00pm

Industry Q&A

Moderator: Anne O'Donnell, CCMC

Colin Neave AM, ANZ; Christine Cupitt, ABA;

Catherine Wolthuizen

5.00pm

Day One Closing Address

Christopher Doogan AM, CCMC

1.30pm

Opening and welcome to the CCMC's 2019 Forum

Christopher Doogan AM, CCMC

2.00pm

Launch of the Banking Code Compliance Committee

Christopher Doogan AM, CCMC

2:30pm

What does it mean to have an ASIC approved Code?

Michael Saadat, ASIC

3.10pm

Panel: Community needs and expectations

Moderator: Gordon Renouf, CCMC

Gerard Brody, Consumer Action Law Centre; Amanda Young, First Nations Foundation; David Locke, AFCA

4.50 pm

Message for Bank Executives

Anne O'Donnell, CCMC

Wednesday 6 March 2019

9.15am

Registration

Tea and coffee provided

9.40am

Consultation on the BCCC's Guidance – feedback session

CCMC

10.20am

Consultation on the BCCC's Data Collection – feedback session

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9.30am

Day Two Opening Address

Sally Davis, CCMC

10.00am

Consultation on the BCCC's Operations – feedback session

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10.40am

Workshop 1: Small Business

Geoff Browne, AFCA; Malcolm Renney, Rural Bank

11.40am

Break

11.50am

Workshop 2: Vulnerable Customers

Amanda Young, First Nations Foundation; Edward Grieve, National Australia Bank

1.00pm

Closing Address

Sally Davis, CCMC