

Monday, October 14

4:00pm – 6:00pm	Registration	Second Floor Foyer
5:30pm–7:30pm	Welcome Reception	Proof – Rooftop Bar at the W

Tuesday, October 15

7:30am–4:00pm	Registration	Second Floor Foyer
8:30am–9:30am	Breakfast Buffet	Great Room 3
9:40am–10:00am	Conference Kickoff	Great Room 1&2
10:00am–10:50am	Panel: Compliance and Regulatory Strategy: The Time is Now Jeff Simmons, Matt Gerst, Bonnie Wood, Amanda Payton	Great Room 1&2
10:50am–11:15am	Coffee with Partners	Second Floor Foyer
11:15am–12:00pm	Session: Disrupting Consumer Lending: Navigating New Technologies Nick Babinsky, Subra Viswanathan, Ranjan Dharmaraja, Brian Thornsberry	Great Room 1&2
12:00pm–1:30pm	Lunch	Great Room 3
1:30am–2:15pm	Session: Blueprint for Consumer Engagement: From Acquisition to Delinquency and Back David Baxter, Hana Elliott	Great Room 1&2
2:15pm–2:45pm	Coffee with Partners	Second Floor Foyer
2:45pm–3:45pm	Panel: Strategies for Creating a Seamless Customer Journey Nick Babinsky, Sourabh Gupta, James Brown, Garret MacArthur, Shantanu Gangal	Great Room 1&2
4:00pm–5:00pm	Good Conversations: Partner Roundtable Discussions	Great Room 3
5:30pm	Trolleys to Bridgestone Arena	W Nashville Lobby
6:00pm–End of Game	NHL Hockey Game	Predators vs. Kraken @ Bridgestone Arena

Wendesday, October 16

8:00am–10:00am	Registration	Second Floor Foyer
8:30am–9:30am	Breakfast Buffet	Great Room 3
9:30am–9:40am	Welcome and Kick Off	Great Room 1&2
9:40am–10:40am	Panel: Customer Best Practices Leigh Ann Lindsey, Matt Murphy, Matt Esterman, Jon Balon	Great Room 1&2
10:40am–11:00am	Coffee with Partners	Second Floor Foyer
11:00am–11:30am	SBT Core Value Awards: David Baxter and Award Recipients	Great Room 1&2
11:30am–12:00pm	Lunch: Getaway or Stay	Great Room 3