**SCB Forums – Digital Agenda**

The Andaz, Savannah, GA – April 11-12, 2024

(Casual attire; jeans welcome)

**Wednesday, April 10th**

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

**Thursday, April 11th**

|  |  |
| --- | --- |
| 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 | Discussion continues |
| 11:00 AM | Real Time Payments experiences – How’s it going with Fed Now |
| 12:00 PM | Lunch |
| 1:00 PM | Closing the digital gap for business clients across the continuum (small, middle, commercial) |
| 2:30 PM | Leverage mobile app as part of in-branch experience |
| 3:30 PM | Adjourn |
| 5:45 PM | Meet in the lobby |
| 6:00 PM | Dinner offsite\* |

**Friday, April 12th**

|  |  |
| --- | --- |
| 7:30 AM | Breakfast – Topics for the next meeting |
| 8:00 AM | Organization of digital function |
| 9:00 AM | Customer self-service – most popular features |
| 10:00 AM | Break |
| 10:15 AM | Building a concierge experience across all channels |
| 12:00 PM | Adjourn |

\*Guests are welcome \*\*Bring enough copies for everyone