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|  | SuperCommunity Banks Digital Banking Agenda |
|  | The Charleston Place, Charleston, SC  May 2 - 3, 2022  (Casual attire; jeans welcome) |

# [Sunday, May 1st ]

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

# [Monday, May 2nd]

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| [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) – a false start, something that did not pan out, a product introduced with no customer adoption, etc.  • Bring questions you’d like to ask  • Reducing time to market  • Digital strategy to share (bring yours) |
| [10:00 AM] | Break |
| [10:15 AM] | Discussion continued |
| [12:00 PM] | Lunch |
| [12:30 PM] | Organization structure, reporting line, and staffing (bring yours) |
| [1:30 PM] | Roadmap view, top initiatives, and reasoning why (bring yours) |
| [2:30 PM] | Online account opening best and worst – vendors, practices, and priorities |
| [3:30 PM] | Adjourn |
| [5:45 PM] | Meet in the lobby. |
| [6:00 PM] | Dinner offsite\*. |

# [Tuesday, May 3rd]

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| [7:30 AM] | Breakfast – Topics for the next meeting |
| [8:00 AM] | Digital transformation: messaging; prioritization; best and worse practices; impact on retail banking |
| [9:00 AM] | Benefits of COVID and how to preserve them (MVP, decisioning, agility, etc.) |
| [10:00 AM] | Break |
| [10:15 AM] | Relationship digitization – digital first, relationship to follow? |
| [11:00 AM] | Digital education for both customers and employees |
| [12:00 PM] | Adjourn |

\*Guests are welcome.

Note: Bring copies for everyone.