###### SuperCommunity Bank Digital Peer Group Forum

# The Fairmont Hotel, Boston, MA

# May 14-15, 2020

**AGENDA**

*(Casual Attire, jeans welcome)*

**Wednesday, May 13th OPTIONAL – REGISTRATION REQUIRED**

5:45pm Dinner offsite. Meet Anat in the Hotel Lobby. Cell number 916 7171710

##### Thursday, May 14th

7:30 a.m**.**  Breakfast

8:00 Roundtable Discussions

* 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 didn’t 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 Break

10:15 Updates continued: Rockland Trust updates on their in-house development and digital strategy

12:00 Lunch

12:30 Organization structure, reporting line and staffing (bring yours)

1:30 Roadmap review, top initiatives and reasoning why (bring yours)

2:30 Best practices and benchmarking for online account opening

3:30 Adjourn

5:45 Meet Anat in the hotel lobby

6:00 Dinner offsite\*

**Friday, May 15th**

7:30 a.m. Breakfast - Goals for Next Meeting

8:00 Organization readiness: measurement, communication and acceptance of quick-to-fail

9:00 Martech strategy (bring yours)

10:00 Break

10:15 Relationship digitization – digital first, relationship to follow?

11:00 Digital education for both customers and employees

12:00  Adjourn

\* Spouses and guests are invited.

**NEXT MEETING: NOVEMBER 12-13, 2020**