



Est. 2010

# DIRECTORS CLUB

To endeavour. To achieve

## *Breakfast Roundtable*

FINANCIAL SERVICES LEADERS' DISCUSSION

### **DISCUSSION**

Managing Change Vs. Managing Customer Experience

*How To Keep Customers Happy During Times Of Transformation*

### **WHEN**

Thursday, September 20<sup>th</sup>, 8.30am – 10.30am

Plus 30-minutes of optional networking before and after

### **WHERE**

The Private Room at The Ivy  
1-5 West Street  
London  
WC2H 9NQ

<https://www.the-ivy.co.uk>

### **WHO**

Senior leaders with a stakeholding in customer experience and or operational excellence

### **R.S.V.P.**

[Click here to register](#)



## INVITATION

You are cordially invited to attend a **Directors' Club United Kingdom** breakfast gathering of leaders from banking, insurance and other financial services.

**Date:** Thursday, September 20<sup>th</sup>

**Time:** 8.30am – 10.30am, plus 30-minutes of optional networking before and after

**Venue:** The Ivy, 1-5 West Street, London WC2H 9NQ (<https://www.the-ivy.co.uk>)

**Roundtable Discussion:** Jon Snow, Directors' Club founder, will facilitate a roundtable discussion titled:

*Managing Change Vs. Managing Customer Experience: How To Keep Customers Happy During Times Of Transformation*

**Who:** Leaders from banking, insurance and other financial services with roles including c-suite, customer experience, change and transformation, operations, customer contact, customer service, customer insight, technology and digital.

**Cost:** There is **no charge** for members and invited guests.

## R. S. V. P.

If you'd like to accept this invitation, please [click here to register](#)

Capacity is limited by the roundtable format. Please confirm your attendance **ASAP** to avoid disappointment.

## DISCUSSION OVERVIEW

Managing customer experience while an organisation goes through a change and transformation programme is crucial if customers are to be retained, revenues maintained, and brand equity preserved through the journey.

This financial services breakfast roundtable will seek to pool tips, tactics, good ideas and coal-face experiences with regard to how to manage the customers' experience during a change and transformation process.

Whether your organisation is starting a transformation, is part way through, or has just finished a programme, you are welcome to join this knowledge-share forum.

The **Chatham House** rule will be invoked, making this a closed, trusted and confidential gathering.

## BREAKFAST

Throughout the event you'll be served tea, coffee, juices and The Ivy's signature breakfast canapés.



## SPONSOR

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## DIRECTORS' CLUB UNITED KINGDOM

Today's **Directors' Club United Kingdom** has its origin as a supper club in London's Mayfair. The Directors' Dining Club, as it was known, had its home at Claridge's Hotel and brought together business leaders of the day to discuss trends and disruptive forces for change.

In February 2010, Jon Snow (founder and chairman) re-constituted the dining club as the *Directors' Club* and so a business lifestyle and networking institution was born.

In May 2018, a three-class membership structure was introduced.

The Club motto **To endeavour. To achieve** captures the spirit of the organisation and the ambitions of its members.

Membership is by invitation.

<http://directorsclub.house>