



Est. 2010

# Directors Club<sup>®</sup>

To endeavour. To achieve

## Breakfast Roundtable

FINANCIAL SERVICES LEADERS' DEBATE

**In The Open Banking Era Who Will Own The Customer Relationship?**

*Join us to discuss the role and importance of customer experience innovation in a transparent, hyper-competitive open banking environment*

### **When**

Thursday, February 28<sup>th</sup>, 8.30am – 10.30am

Plus 30-minutes of optional networking before and after

### **Where**

The Private Room

[The Ivy](#)

1-5 West Street

London

WC2H 9NQ

### **Who**

Senior stakeholders in the customer journey

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

[Click Here To Register](#)

Dear Members & Invited Guests,

You are cordially invited to attend a Directors' Club **Breakfast Roundtable** discussion on Thursday, February 28<sup>th</sup> at 8.30am – 10.30am, with 30-minutes of optional networking before and after.

The venue is The Private Room at The Ivy, 1-5 West Street, London, WC2H 9NQ.

This session is **free of charge** as a Directors' Club member or invited guest.

Members may bring an internal colleague as a guest, again at no charge but subject to space availability. Please book his or her guest place when confirming your own attendance. We cannot extend this offer to external contractors or consultants.

## **Agenda**

8am – 8.30am Arrival, coffee & networking (please arrive by **8.25am**)

8.30am – 10.30am Roundtable discussion, moderated by Jon Snow

10.30am – 11am Coffee & networking (optional)

The Ivy's signature breakfast canapes, tea, coffee and juices will be served throughout

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

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

## **Discussion Overview**

*In The Open Banking Era Who Will Own The Customer Relationship?*

*Join us to discuss on the role and importance of customer experience innovation in a transparent, hyper-competitive open banking environment*

This roundtable discussion will bring together customer-centric leaders from a range of financial services providers, including banks, building societies, unconventional lenders, digital platforms, other fintechs, credit card providers, insurers, pension funds, brokers and other intermediaries.

The tone of the debate will be positive and proactive, viewing open banking as an opportunity to reimagine the customer relationship and the customer journey in this new era. Participants will be invited to share their perspectives and ideas in a trusted and confidential environment. The **Chatham House Rule** will be invoked.

## **Who Should Attend?**

We are inviting leaders from across the consumer financial services sectors who have a stakeholding in customer experience improvement and innovation.

Delegates will include leaders of transformation, change, open banking, digital, customer service, self-service, customer experience, customer operations, customer contact, and other allied roles.

## Networking

Two 30-minute networking sessions before and after the session give you an opportunity to meet your peers and expand your network.

## Roundtable Sponsor

This Breakfast Roundtable is supported by [Teleperformance](#), the global leader in outsourced omnichannel customer experience management.

Teleperformance helps clients build their customer experience strategies regardless of the channels to be used. Our services are tailored to individual requirements and needs, and include omnichannel customer service, customer relationship management, customer acquisition, automation and artificial intelligence, back office processing, multilingual services, and technical support.

Clients choose Teleperformance because they want a level of service that is unsurpassed, to protect their brand, grow their market share, increase their sales, and improve their customers' experience.

Teleperformance is a people company and we are proud of the people culture we have developed, including supporting people by offering tools to develop their lives, as well as the skills to do a great job for our clients.

Find out more at <http://uk.www.teleperformance.com>

## 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 formal three-class membership structure was introduced and in October we were awarded a registered trade mark for the term Directors Club.

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.org.uk>