

SCHEDULE OF THE DAY

The Belgravia	0830-0915	Breakfast	Informal networking over breakfast					
The Ballroom	0915-0930	Presentation	Welcome - Owen James					
The Ballroom	0930-1000	Presentation	Delighting the customer in a mobile first world - Russell Pert, Head of Financial Services, Facebook					
Syndicate rooms	1000-1110	Working Session 1	Belgravia	Ballroom	Motcomb	Wilton	Knightsbridge	Suite
The Ballroom	1110-1130	Coffee	BlackBerry & Apple time					
The Ballroom	1130-1215	Networking	Mini meetings - an opportunity to exchange business cards					
Syndicate rooms	1215-1325	Working Session 2	Belgravia	Ballroom	Motcomb	Wilton	Knightsbridge	Suite
The Ballroom	1325-1500	Luncheon	A seated formal lunch					
The Ballroom	1420-1500	Presentation	Customers are desperate for someone they can trust. Is that you? - Andrew Wilde, Senior Director, Smithfield Consultants – a Daniel J Edelman Company					
Syndicate rooms	1500-1610	Working Session 3	Belgravia	Ballroom	Motcomb	Wilton	Knightsbridge	Suite
The Ballroom	1610-1630	Afternoon Tea	BlackBerry & Apple time					
The Ballroom	1630-1715	Presentation	The story of the future. What does the world of AI hold for us? - Kate Ancketill, Chief Executive Officer, GDR Creative Intelligence					
Motcomb	1715-1830	Fizz flows	More business cards to swap - an opportunity to relax with a glass of fizz and then wave goodbye					