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**Conference 2017**

27 November

30 Euston Square, London

**Shaping the future  
of money advice**

Programme



# Programme

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08.45 - 10.00 Registration & Exhibition  
EXHIBITION AREA

10.00 - 10.15 **Welcome** (Liz Barclay, MALG Chair)  
AUDITORIUM

## Keynote presentations

10.15 - 10.45 **Solving poverty by re-thinking markets and growth** (Dr Emma Stone, Joseph Rowntree Foundation)  
AUDITORIUM *sponsored by Natwest*

10.45 - 11.15 **The social life of money** (Bruce Davis, Abundance) *sponsored by HSBC*  
AUDITORIUM

11.15 - 11.45 Refreshments & Exhibition  
EXHIBITION AREA

## Break-out sessions 1

11.45 - 12.40 **Breakout A: High Cost Credit panel** (Greg Stevens, Consumer Credit Trade Association CCTA; Katie Evans, Money & Mental Health Policy Institute; and Laura Rodrigues, StepChange)  
AUDITORIUM *sponsored by Experian*

BREAK OUT AREA **Breakout B: Open Banking and Responsible Lending** (Roger Vincent, Equifax and Phil Grady, Castlight Finance) *sponsored by Equifax*

12.45 - 13.45 Lunch and exhibition  
EXHIBITION AREA

13.15 - 13.45 **'Meet The Adviser' speed networking session** (drop in during the second half of the lunch break)  
BREAK OUT AREA

## Post-lunch plenary presentations

13.45 - 13.55 **The benefits of MALG Membership** (Lee Usher, Computershare) *sponsored by Nationwide Building Society*  
AUDITORIUM

13.55 - 14.05 **Launch of The Computershare 'Loan Services Charity Donations Fund'** (Stuart Laidler, Computershare)  
AUDITORIUM

14.05 - 14.10 **Launch of the 'Council Tax & Imprisonment – Time to Think Again?' report by Payplan and the Institute of Money Advisers** (Alistair Chisholm, Payplan)  
AUDITORIUM

## Break-out sessions 2

14.15 - 15.10 **Breakout A: Negotiation skills in the digital age** (Freddy Kelly, Credit Kudos and Daniel Reinhold, Paylink Solutions), *sponsored by UK Asset Resolution*  
AUDITORIUM

BREAK OUT AREA **Breakout B: Fintech demos** (Mitch Armstrong, Telrock and Peter Myatt, Bean) *sponsored by Telrock*

15.15 - 15.30 Refreshments & Exhibition  
EXHIBITION AREA

## Break-out sessions 3

15.30 - 16.25 **Breakout A: The psychology of vulnerability** (Chris Fitch, Money Advice Trust and Alex Lewis, Alex Lewis Trust) *sponsored by 1st Credit*  
AUDITORIUM

BREAK OUT AREA **Breakout B: 'FinCap Future' panel** (David Haigh, Money Advice Service; Anne Boden, Starling Bank, David Hall, Behaviour Change) *sponsored by Idem Servicing*

16.30 - 17.30 **The future of money advice: What next?** (Gareth McNab, Nationwide Building Society) and drinks reception  
EXHIBITION AREA

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Conference 2017

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