

Sunday

APRIL 13, 2008

7:00 am – 9:00 pm **Conference Registration** – Frank Lloyd Wright® Foyer

7:30 am – 3:00 pm **Pre-Conference Activities**

Golf Tournament

The annual Best Ball Tournament is being held at The Arizona Biltmore Golf Club. Located in the heart of Phoenix, yet secluded in a valley of craggy hillside and desert landscape, the Arizona Biltmore Golf Club is set up for a challenging, yet enjoyable experience. With a look of California's Riviera and Bel-Air Country Clubs, the Adobe offers a golf experience that is unique in the southwest—a parkland setting that makes one feel as if time had stood still.

Participants should meet at the pro shop no later than 7:40 am. The pro shop is located a mere 200 yards from the entrance of the Arizona Biltmore Resort & Spa. Pairing information will be available at the course on Sunday morning. Tournament participants must have pre-registered.

Sonoran Desert River Rafting Adventure

Participants will enjoy an afternoon of scenery and exploration, while floating through the natural desert setting of the picturesque Verde River. The Sonoran Desert Verde River is surrounded by spectacular, unobstructed 70-mile views of 4 different mountains and canyon ranges. After a morning on the river, participants will return back to base camp where a "Cowboy Cook-Out Lunch", dessert and beverages will be served.

Participants should meet in the front of the Arizona Biltmore Resort & Spa. Private motor coaches will depart at 8:45 am, and return at approximately 3:00 pm. Tour participants must have pre-registered.

It is recommended that you bring a light jacket, long pants and closed toe shoes.

8:00 am – 3:30 pm **Pre-Conference Workshops**
8:00 am – 11:30 am

Workshop 1: Consumer – Grand Room

Build a Better Customer Trap: Learn how to capture and keep the next generation of online banking users

- Kimberly Prieto, *Corporate Strategy Manager, Payments Digital Insight, an Intuit company*
- Celeste Wood, *Vice President, Community Markets Digital Insight, an Intuit company*
- Cathy Graeber, *Vice President, Principal Analyst Forrester Research*
- Jim Del Favero, *Group Product Manager Intuit*

By embracing all things Internet, Generation Y is demanding more from your financial institution than ever before. What do they want? What do they expect? How can you best anticipate and deliver on their needs? Leveraging original research from Digital Insight, this pre-conference workshop will explore practical strategies for attracting and retaining this elusive customer segment. Learn what the data means and, more importantly, what to do with it to grow and expand your online user base.

Workshop 2: Commercial Banking – Canyon Room

Viva Vertical Packaging: Drive new business and fee income

- Bob Augestad, *Senior Cash Management Specialist*
Digital Insight, an Intuit company
- Susan Feinberg, *Research Director, Wholesale Banking*
TowerGroup
- Estrellita Sumulong, *Vice President, Internet Services*
First Republic Bank

Are you still trying to be all things to your commercial customers, or have you discovered the business case and benefits of vertical market segmentation? Find out where you are and where you need to be at this pre-conference workshop. In the process, you'll learn from experts and work alongside your peers to construct sales and service packages specifically tailored to healthcare, hospitality, manufacturing and the like to drive new business and fee income.

 12:00 pm – 3:30 pm

Workshop 3: Small Business – Grand Room

Why Small & Simple (Micro) Businesses Matter: Don't get left behind

- Karen Van Kirk, *Director of Small Business Solutions*
Digital Insight, an Intuit company
- José Resendiz, *Director of Product Management, Small Business Solutions*
Digital Insight, an Intuit company
- Edward Woods, *Senior Analyst, Banking Group*
Celent

They may be small in size, but they are also the single largest business segment in the country. More than 22 million Small & Simple businesses exist today, and that number often grows daily by the thousand. For you, this represents a lucrative market opportunity that is constantly evolving. So where and how do you find these Small & Simple businesses? During this pre-conference workshop, we will explore the intimate make-up of these jet-setting enterprises and how you can best position yourself to net and grow them. Don't get left behind.

Workshop 4: Database Marketing/Growth & Retention Services – Canyon Room

Achieving Customer Delight: The power of highly personalized touches

- Lori Alsterberg, *Marketing Director*
Digital Insight, an Intuit company
- Diane Stuckey, *President*
IntelliCIS Consulting
- James Van Dyke, *President*
Javelin Strategy & Research

Mountains of marketing data often draw the same, simple conclusions: when it comes to customer delight, it's the little things that count. In this case, highly personalized touches that make your customers feel appreciated and valued improve your ability to grow and retain them. At this pre-conference workshop, you'll discover the benefits of personalized touches: how to create them, deliver them, and track your successes. As a result, you'll power your way to happier customers and higher profits.

 4:00 pm – 5:00 pm

Solutions Showcase Preview and Vendor Reception (exhibitors & sponsors only)
 – Frank Lloyd Wright® Ballroom

 5:00 pm – 8:00 pm

Welcome Reception and Solutions Showcase – Frank Lloyd Wright® Ballroom
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Monday

APRIL 14, 2008

7:00 am – 6:00 pm	Conference Registration – Frank Lloyd Wright® Foyer
7:00 am – 6:00 pm	Solutions Showcase – Frank Lloyd Wright® Ballroom
7:00 am – 8:00 am	Breakfast – Frank Lloyd Wright® Ballroom
8:00 am – 8:10 am	Opening Remarks – McArthur Ballroom <ul style="list-style-type: none">CeCe Morken, Executive Vice President, Sales Marketing and Support, Intuit Vice PresidentDigital Insight, an Intuit company
8:10 am – 8:35 am	Presidential Address – McArthur Ballroom <ul style="list-style-type: none">Sasan Goodarzi, Digital Insight President, Intuit Senior Vice PresidentDigital Insight, an Intuit company
8:35 am – 9:25 am	Opening Keynote Address – McArthur Ballroom Design for Delight: Redefining the Customer Experience <ul style="list-style-type: none">Scott Cook, Chairman of the Executive CommitteeIntuit <p>More choices and advancements in technology have created an insatiable craving for instant satisfaction and real-time results. Every branch visit, phone conversation, and email click represent critical opportunities to delight or disappoint your customers. And the line between the two draws narrower each passing day, complicating your ability to compete and win. Don't miss this opening keynote delivered by Intuit founder Scott Cook, who will explain why it is more important than ever to redefine the customer experience by generating positive feelings and pleasurable experiences at every touchpoint.</p>
9:25 am – 9:30 am	Conference Kick-Off – McArthur Ballroom <ul style="list-style-type: none">CeCe Morken, Executive Vice President, Sales Marketing and Support, Intuit Vice PresidentDigital Insight, an Intuit company
9:30 am – 10:00 am	Break – Frank Lloyd Wright® Ballroom
10:00 am – 11:00 am	SOLUTION SPOTLIGHT Personal FinanceWorks – Salon G <ul style="list-style-type: none">Tara Feldmeier, Group Product ManagerDigital Insight, an Intuit companyMy Banking Speaker: George Perry, Director of Product Management, Intuit ManagerDigital Insight, an Intuit company <p>Achieve a competitive advantage by differentiating your financial institution with the next-generation of online banking. With Personal FinanceWorks, provide your customers/members unparalleled control over their financial lives and they'll reward you with their loyalty and recommendations.</p>

10:00 am – 11:30 am Round One: Design for Delight Strategy Sessions**DESIGN FOR DELIGHT STRATEGY SESSIONS: BLUEPRINT FOR DELIGHT****Consumer – Salon H****Differentiation for Delight: Creative strategies to compete and win**

- Anne Riley, *Vice President, Experience Design*
Digital Insight, an Intuit company
- Kaaren Hanson, *Director, Central Experience Design*
Intuit
- Glenn Tom, *Senior Vice President, Digital Insight,*
Consumer Segment Leader, Intuit Director
Digital Insight, an Intuit company
- Mike Armbruster, *Senior Vice President and Chief Information Officer*
ESL FCU
- Art Southerton, *Vice President, Retail Services*
Northwestern Bank

Are you delighting your customers or merely meeting their needs? How can you tell? Delighted customers are not just loyal; they recommend others and positively impact your bottom line. In today's competitive environment, can you really settle for anything less? During this creative strategy session, we'll help you organize your institution and your products and services to not only deliver, but also prioritize, delight. The result? Differentiation for your brand and more business for you.

Small Business – Salon D**Who Are They? Successful strategies to define and delight today's small businesses**

- Rick Jensen, *Senior Vice President and General Manager, Small Business Group*
Intuit
- Patty Hines, *Senior Analyst, Wholesale Banking*
TowerGroup
- Michael Lipps, *Director, QuickBooks Financial Software*
Intuit

What do you really know about today's small businesses? How must you organize yourself and your services to attract and grow them? We'll answer these questions and more as we work together to explore each segment and what defines them during this interactive strategy session. We'll then create successful strategies to position your institution as both a problem solver and a partner for delivering delight to today's small businesses.

Commercial Banking – Salon B**Change Will Do You Good: Organizing differently for today's changing challenges**

- Paul Campbell, *Vice President and General Manager, Corporate Banking*
Digital Insight, an Intuit company
- Michael Campbell, *Vice President, Director of Treasury Management*
Bank of Nevada
- Maggie Scarborough, *Managing Director*
FinServ Strategies

As market forces and your commercial customers' needs change, selling becomes more complex and institutions like yours are forced to rethink sales functions and processes to deliver value. How are you organized? Who are you serving? What are your customers' pain points and needs? During this strategy session, we'll help you understand the confluence of these constantly changing conditions, organize differently and transform your commercial banking sales team to compete and win in any market.

11:30 am – 1:00 pm Lunch and Networking – Squaw Peak Lawn
Dessert will be served in the Solutions Showcase Hall.

11:30 am – 1:00 pm

Summit Club* Working Lunch (Invitation Only) – Gold Room**Redefining the Customer Experience: Differentiating to Win Through Superior Service**

- Sasan Goodarzi, *Digital Insight President, Intuit Senior Vice President*
Digital Insight, an Intuit company
- Jerry Gross, *Executive Vice President*
Digital Insight, an Intuit company
- Soni Meckem, *Senior Vice President, Customer Experience*
Digital Insight, an Intuit company

The battle for marketshare has moved beyond the products and services you offer to the experiences your customers receive when they engage with you – online and off. Are you delighting them? Every time? At every touchpoint? Join Digital Insight President Sasan Goodarzi, Executive Vice President Jerry Gross and Senior Vice President Soni Meckem for an interactive dialogue on Differentiating to Win Through Superior Service. Share experiences and discover what works at this special Summit Club session.

1:00 pm – 2:00 pm

Round Two: End User Lab, Summit Club and Solution Spotlight**END USER LAB****Consumer – Salon H****Moments of Truth: Learning the path to truly delighted customers**

- Soni Meckem, *Senior Vice President, Customer Experience*
Digital Insight, an Intuit company
- Steve Carr, *Senior Professional Research Manager*
Intuit
- Cathy Graeber, *Vice President, Principal Analyst, Financial Services*
Forrester
- End Users
Arizona Central Credit Union

Your customers are telling you something every time they call, visit a branch or bank online. Are you listening? You may not realize it yet, but these are moments of truth that can blaze or break your path to delivering delight. Don't miss this opportunity to engage with real consumer end users and our panel of experts to discover what works, what doesn't and what your customers really want from you.

SUMMIT CLUB* (Invitation Only)**Organizing for Delight: Breaking through bottlenecks – Gold Room**

- Scott Cook, *Chairman of the Executive Committee*
Intuit

Do you really know what's best for your customers? This mindset might be causing your institution to miss valuable customer delight opportunities. Attend this invitation-only session led by Intuit founder Scott Cook and learn how to identify and eliminate bottlenecks by organizing for delight so innovation can rise to the top.

SOLUTION SPOTLIGHT**Small Business FinanceWorks – Salon G**

- Karen Van Kirk, *Director, Small Business Solutions*
Digital Insight, an Intuit company
- José Resendiz, *Director of Product Management, Small Business Solutions*
Digital Insight, an Intuit company
- My Banking Speaker:
George Perry, *Director of Product Management, Intuit Manager*
Digital Insight, an Intuit company

Provide your small business customers/members with superior financial visibility and control and they'll be delighted. Both come standard with Small Business FinanceWorks, the next-generation of online banking for small businesses. Experience it for yourself at this solution spotlight.

* The Summit Club is an invitation-only series of sessions created for senior-level executives.

1:00 pm – 2:00 pm

PARTNER WORKSHOPS**Murphy & Company** – Grand Room**Driving Adoption of Online Financial Services through Education and Personalization**

What do you do when your Internet Banking and Bill Pay enrollments begin leveling off? How can you support your frontline staff and branch environments to buck the trend and successfully drive online channel usage? Attend this partner workshop led by Murphy & Company to discover how branded quick-start guides and eSignage can revitalize your online channel registrations. Then return to your institution, ready to support consumer and staff education efforts on all your products and services.

ProfitStars – Canyon Room**Realizing Revenue through Remote Deposit Capture**

Increase revenue, mitigate and control risk, and control costs by attending this thought-provoking partner workshop led by Jack Henry/ProfitStars on the next-generation of Remote Deposit Capture (RDC). Put your bank on the desks of your commercial customers by strategically leveraging RDC as part of your relationship packages. Compete and win against your competition by providing your customers comprehensive payment processing capabilities beyond the check.

2:00 pm – 2:30 pm

Break – Frank Lloyd Wright[®] Ballroom

2:30 pm – 3:30 pm

SOLUTION SPOTLIGHT**Open & Fund, A2A Transfer** – Salon G

- Michael Flavin, Senior Product Manager
Digital Insight, an Intuit company
- Sujal Saraiya, Senior Product Manager
Digital Insight, an Intuit company

When it comes to online banking, enablement may satisfy but empowerment delivers delight. Attend this solution spotlight to learn how Digital Insight consumer solutions create new financial account opportunities for your customers and increase share of wallet for you.

2:30 pm – 4:00 pm

Round Three: Design for Delight Strategy Sessions**DESIGN FOR DELIGHT STRATEGY SESSIONS: DESIGN THINKING****Consumer** – Salon H**Excuse Yourself: Getting out of your own way to innovate**

- Noelle Eder, Senior Vice President, Enterprise Delivery and Services
Digital Insight, an Intuit company
- Glenn Tom, Senior Vice President, Digital Insight,
Consumer Segment Leader, Intuit Director
Digital Insight, an Intuit company
- Wendy Castleman, Principal User Research Scientist
Intuit
- Edward Manzi, President
Fidelity Bank

"I know what's best for my customers. We've always done it this way." Sound familiar? If so, you've probably missed many opportunities to innovate because you couldn't get out of your own way. Participate in this high-energy strategy session and learn how to break the generally accepted norms and apply the principles of design thinking to invigorate your teams and grow your business.

Small Business – Salon D**Dare and Dash: It's better to fail fast to win**

- Al Ko, Senior Vice President, Small Business Solutions
Digital Insight, an Intuit company
- Terry Hicks, Vice President, Asset Management Group, Small Business Division
Intuit
- Bonnie Ciuffo, Chief Information Officer
South Carolina Federal Credit Union

Paralysis through over-analysis. We've all heard it before. How many of us are actually the victim of this innovation-stifling condition? Build the "perfect" business case, they say, and it will never get off the ground. We say do as Nike says and "Just do it." At this strategy session, an actual financial institution will share wins (and early failures) and our experts will discuss how these experiences promote and encourage new and innovative design thinking. By the end, you will be able to shed your fear of failure and refocus your energies on groundbreaking ideas that succeed.

Commercial Banking – Salon B**Ready, Set, Think! Outside-the-box ideas for growing business deposits**

- Rodney Nilson, Group Product Manager, Commercial Banking
Digital Insight, an Intuit company
- Katherine Jansen, Senior Vice President, Intuit Director
Digital Insight, an Intuit company
- Bob Reitz, Executive Vice President and Manager,
Treasury Management and Product Management
Compass Bank
- Hisham Ibrahim, Director, Product Management
Intuit

Feeling boxed-in searching for answers for growing your commercial deposits? You know that relying on commercial loans alone is not the way. But what else can you do that you haven't tried already? First, get out of the box. Second, don't miss this opportunity to practice design thinking and generate breakthrough ideas to grow your deposit base.

4:00 pm – 4:30 pm **Break** – Frank Lloyd Wright® Ballroom

4:30 pm – 5:30 pm **Round Four: End User Lab, Solution Spotlight and Design for Delight Breakout**

END USER LAB**Small Business** – Salon D**Back to the Future: Understanding the origins of small business for looking forward**

- Al Ko, Senior Vice President, Small Business Solutions
Digital Insight, an Intuit company
- Steve Carr, Senior Professional Research Manager
Intuit
- Alenka Grealish, Senior Vice President
Celent
- *Small businesses*

Interview any small business owner and they'll tell you their identity was shaped in the business' first few days. In fact, these identities often hold the keys to true service stewardship. What do businesses do when they form? Ask them yourself by attending this end user lab featuring real small business end users. You'll discover the experiences that shape their decisioning will lead you to a better understanding of how to delight this growing customer segment.

SOLUTION SPOTLIGHT

Deep Defense – Salon G

- Liam Yu, *Senior Security Product Manager*
Digital Insight, an Intuit company

Delivering delight begins with building trust. Nowhere is this more important than your customers' peace of mind knowing their data is safe and secure. At this solution spotlight, learn about today's and tomorrow's threat landscape and how your Digital Insight Deep Defense team plans to protect you. You'll discover how prevention, detection, correction and reporting across multiple security layers delivers delight.

DESIGN FOR DELIGHT BREAKOUT

Interactive Exercise: Make a wallet – Mesa Ballroom

- Anne Riley, *Vice President, Experience Design*
Digital Insight, an Intuit company
- Wendy Castleman, *Principal User Research Scientist*
Intuit

What does it take to design the perfect wallet? A unique form? A specific function? A reflection of modern fashion trends? Try all three, and more. The wallet is a versatile object – for what it says about the person holding it to what it does for the person using it. Come to think of it, designing the perfect online banking experience is pretty similar. During this interactive and entertaining exercise, you'll have the opportunity to partner with your peers and design – applying the principles of Design for Delight – the perfect wallet. Watch out Calvin Klein!

5:30 pm – 6:00 pm

Solutions Showcase and Networking – *Frank Lloyd Wright® Ballroom*

7:00 pm – 10:30 pm

Western Themed Evening Event at Corona Ranch

Sponsored by:



Western attire is encouraged.

Buses will depart from the Arizona Biltmore Conference Center Departure Depot area at 6:30 pm and will run continuously through 10:00 pm.

Tuesday

APRIL 15, 2008

7:00 am – 12:45 pm	Conference Registration – Frank Lloyd Wright® Foyer
7:00 am – 2:15 pm	Solutions Showcase – Frank Lloyd Wright® Ballroom
7:00 am – 8:00 am	Breakfast – Frank Lloyd Wright® Ballroom
8:00 am – 8:10 am	Welcome Back – McArthur Ballroom <ul style="list-style-type: none">• CeCe Morken, Executive Vice President, Sales Marketing and Support, Intuit Vice President Digital Insight, an Intuit company
8:10 am – 8:30 am	CEO Remarks – McArthur Ballroom <ul style="list-style-type: none">• Brad Smith, President and CEO Intuit
8:30 am – 9:15 am	Keynote Address – McArthur Ballroom The Ultimate Question: Driving Profits by Delivering Delight through Constant Innovation <ul style="list-style-type: none">• Fred Reichheld, Bain Fellow, Founder of Bain's Loyalty practice Bain & Co. Loyalty expert Fred Reichheld will demonstrate how to turn customers into promoters who generate profits and true, sustainable growth during this Tuesday keynote address. The key: one simple question that tracks promoters and detractors and produces a clear, easy-to-understand measure of an organization's performance in its customers' eyes. Citing extensive research and sharing real-world examples, Reichheld will provide groundbreaking insight on how companies can create communities of passionate advocates that stimulate innovation and deliver delight.
9:15 am – 9:45 am	Break – Frank Lloyd Wright® Ballroom
9:45 am – 10:45 am	SOLUTION SPOTLIGHT Database Marketing / Growth & Retention Services – Salon G <ul style="list-style-type: none">• Lori Alsterberg, Marketing Director Digital Insight, an Intuit company The way to deliver delight is within the customer data you collect. What is it telling you? Where do you begin? Answer these questions and more at this solution spotlight focused on effective growth and retention strategies. Learn from the experts and discover what leading institutions like yours are doing to grow their business.

9:45 am – 11:15 am

Round Five: End User Lab, Design for Delight Strategy Sessions**END USER LAB****Commercial Banking – Salon B****Greet to Great: A commercial banking customer immersion experience**

- Nadilee Russell, *Senior Vice President and Director, Cash Management City National Bank*
- Paul Campbell, *Vice President and General Manager, Corporate Banking Digital Insight, an Intuit company*
- Three different business customers: Service, professional, retail

Have some questions you've been meaning to ask your commercial customers? What about collecting their thoughts on products and services you're considering or asking their opinion about new feature functionality of your online banking solution? Better yet, what about observing them work? This intimate level of interaction and observation is the foundation of customer driven development. Don't miss this opportunity to engage with three different business operators and discover firsthand what delivering delight means.

DESIGN FOR DELIGHT STRATEGY SESSIONS: CUSTOMER DRIVEN DEVELOPMENT**Consumer – Salon H****Mix and Map: Connecting the customer experience to your institution**

- Bruce Temkin, *Vice President, Principal Analyst Forrester Research*
- Katherine Jansen, *Senior Vice President, Intuit Director Digital Insight, an Intuit company*
- Jason Paprocki, *Vice President, Remote Services Arizona Federal Credit Union*

You say you know them. They say you don't. Forrester says more than one third of customers at the nation's largest banks are dissatisfied. To deliver and sustain delight, your products and services must be effectively mapped to your customers' events and experiences. And to achieve this, your customers must be part of the solution. This interactive strategy session will explain how adopting the principles of customer driven development can help bring harmony to this important equation and higher profits to you.

Small Business – Salon D**Up Close and Personal: Embracing customer driven innovation**

- Kaaren Hanson, *Director, Central Experience Design Intuit*
- Anne Riley, *Vice President, Experience Design Digital Insight, an Intuit company*
- Al Ko, *Senior Vice President, Small Business Solutions Digital Insight, an Intuit company*
- Mike Vavreck, *Vice President Provident Bank*

Organizations realize their customers have the ideas and answers they need to succeed, yet so few of them ever include their customers as part of their solution sessions. Don't make the same mistake. Participate in this strategy session and learn how to get up close and personal with your customers by performing customer driven innovation exercises at your institution to solve problems, develop solutions and, ultimately, deliver delight.

11:15 am – 12:45 pm

Lunch and Networking – Squaw Peak Lawn*Dessert will be served in the Solutions Showcase Hall.*

- 11:15 am – 12:45 pm **Summit Club* Working Lunch for CEOs – Gold Room**
A Personal Conversation About Net Promoter
- Fred Reichheld, *Bain Fellow, Founder of Bain's Loyalty practice Bain & Co.*
- Would your customers recommend you to a friend or colleague? According to successful author and loyalty expert Fred Reichheld, this is the ultimate question that defines financial prosperity or peril. What is your Net Promoter score? How do you calculate it? How do you improve it? Find out by participating in this invitation-only session.

12:45 pm – 1:45 pm **Round Six: Action Plan Sessions and Solution Spotlight**

ACTION PLAN SESSIONS: DESIGN THINKING

Consumer – Salon H

Business challenge: Thinking outside fee income

- Katherine Jansen, *Senior Vice President, Intuit Director Digital Insight, an Intuit company*
- Glenn Tom, *Senior Vice President, Digital Insight, Consumer Segment Leader, Intuit Director Digital Insight, an Intuit company*
- Jane Patterson, *National Account Manager Digital Insight, an Intuit company*

Small Business – Salon D

Business challenge: Setting up successfully for Small & Simple (micro) businesses

- José Resendiz, *Director of Product Management, Small Business Solutions Digital Insight, an Intuit company*
- Soni Meckem, *Senior Vice President, Customer Experience Digital Insight, an Intuit company*
- Steve Milne, *Vice President, Regional Sales, Intuit Senior Leader Digital Insight, an Intuit company*

Commercial Banking – Salon B

Business challenge: Embracing and achieving vertical market segmentation

- Paul Campbell, *Vice President and General Manager, Corporate Banking Digital Insight, an Intuit company*
- Jim Charanis, *Senior Account Executive, Cash Management Digital Insight, an Intuit company*
- Lynn Rieck, *Director, Regional Accounts Digital Insight, an Intuit company*

SOLUTION SPOTLIGHT

Commercial Banking – Salon G

- Rodney Nilson, *Director, Commercial Banking, Group Product Manager Digital Insight, an Intuit company*

Your commercial banking customers require the most sophisticated set of online banking tools. Attend this solution spotlight to become the center of your customers' cash management activity. Discover how Intuit's "Customer-Driven Innovation" philosophy is powering Digital Insight's commercial banking solution and your ability to deliver delight.

- 1:45 pm – 2:15 pm **Break – Frank Lloyd Wright® Ballroom**

* The Summit Club is an invitation-only series of sessions created for senior-level executives.

2:15 pm – 3:15 pm

Round Seven: Action Plan Sessions and Solution Spotlight**ACTION PLAN SESSIONS: CUSTOMER DRIVEN DEVELOPMENT****Consumer** – Salon H**Business challenge: Developing new products and services to improve retention**

- Denise Carter, *Group Manager*
Digital Insight, an Intuit company
- Tara Feldmeier, *Group Product Manager*
Digital Insight, an Intuit Company
- Glenn Tom, *Senior Vice President, Digital Insight,*
Consumer Segment Leader, Intuit Director
Digital Insight, an Intuit company

Small Business – Salon D**Business challenge: Translating moments of truth into compelling products and services**

- Al Ko, *Senior Vice President, Small Business Solutions*
Digital Insight, an Intuit company
- Bill Hampton, *Director, Community Markets*
Digital Insight, an Intuit company
- José Resendiz, *Director, Product Management, Small Business Solutions*
Digital Insight, an Intuit company

Commercial Banking – Salon B**Business challenge: Solving customers' total financial management needs**

- Lynn Rieck, *Director, Regional Accounts*
Digital Insight, an Intuit company
- Leigh-Anna Butler, *Product Manager*
Digital Insight, an Intuit company
- Jim Charanis, *Senior Account Executive, Cash Management*
Digital Insight, an Intuit company

SOLUTION SPOTLIGHT**Lender Solutions** – Salon G

- Atif Alam, *Lending Product Manager*
Digital Insight, an Intuit company

Despite news reports of the subprime lending crisis, lending is alive, well and profitable. Attend this solution spotlight to learn about the latest in lending technology and explore proven strategies to delivering fast and accurate decisions.

3:15 pm

Conference Adjourns