

A One-Day, Brand-Led, Cross-Sector Conference & Networking Event, London, **5th March 2024**

9th Annual

Level Up & Reimagine Customer Journeys, Interaction & Engagement With Cutting-Edge Insights, Practical Digital, Automation & Personalisation Innovations & Customer-Centric Cultures To

Power Gold-Standard, Insight-Led Customer Experience Strategies With Lasting Impact On Engagement & Proven Commercial Results

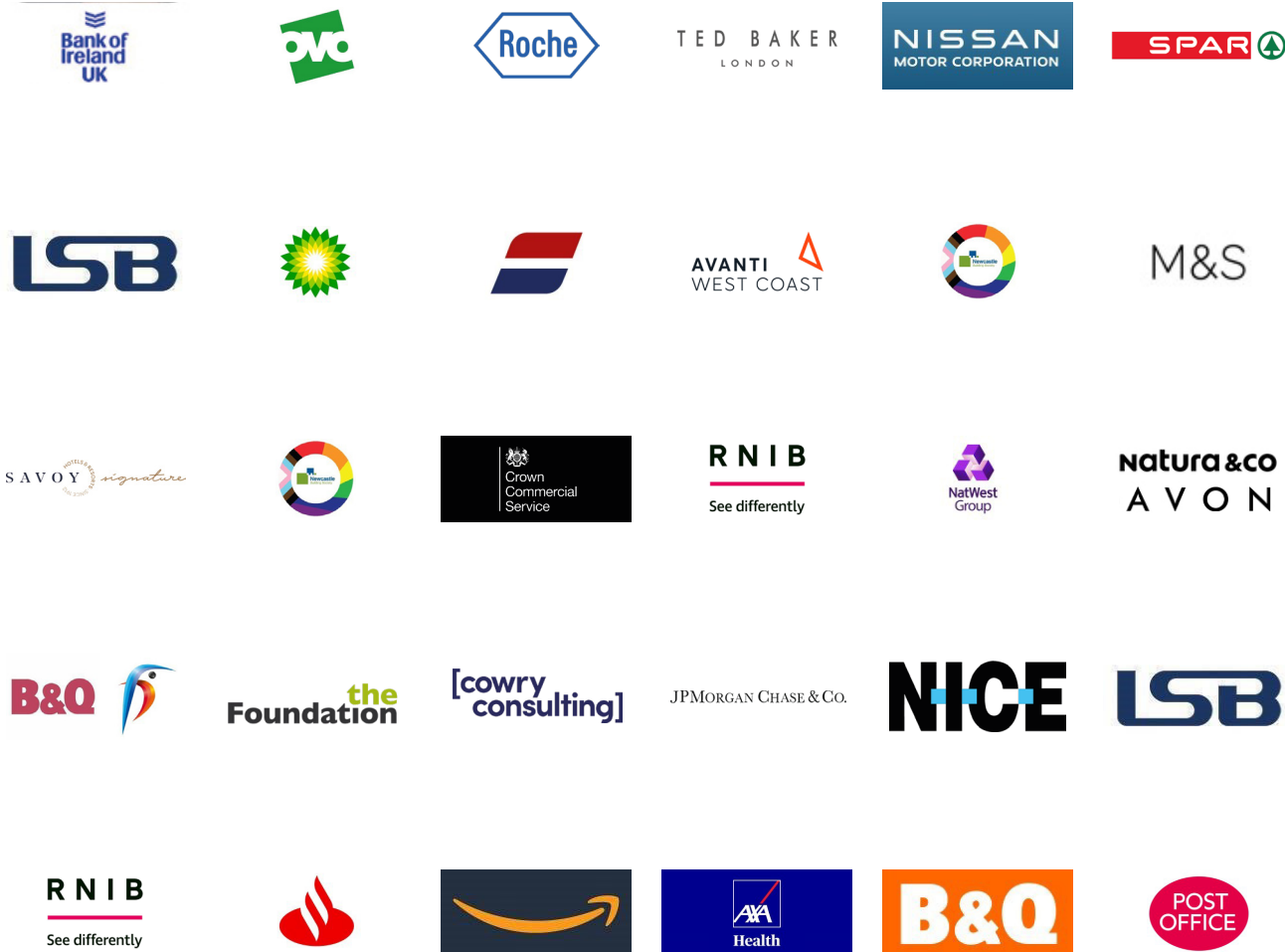
BOOK BY 2ND NOVEMBER & SAVE £1,000

 Bank of Ireland Mary Burnett Head of Customer & Analytics UK	 OVO Joe Jones Head of Customer Care	 Roche Dr. Christian Velten Strategic Lead Digital CX	 Ted Baker Rhea Fox Director of Digital	 Nissan Motor Corporation Elena Boisseuil Customer Journey Director	 Connolly Spar Susan Connolly Sales & Marketing Director	 Amazon Sachin Agrawal Senior Programmer Manager Alexa TTS Products
 Lending Standards Board Anna Roughley Head of Insight & Engagement	 BP Souleymane Camara Principal & Head of UX Research, Innovation & Engineering Design & Change Management	 Auto Trader Nick King Market Research Director	 Avanti West Coast Philippa Cresswell Executive Director on Board Customer Experience	 Newcastle Building Society Lynne Pitwood Head of Customer Experience	 Marks & Spencer Dastan Shukanayev Senior Payments Technology & Strategy	 AXA Health Andy Cook Head of Customer & Colleague Experience
 Savoy Signature Saleta Valdés Márquez Head of Product, Innovation & Customer Experience	 Newcastle Building Society Scott Graham Customer Insight Manager	 Crown Commercial Service Kevin Morley Deputy Director, Customer Service	 RNIB Quarina Sultana Head of Digital Engagement	 NatWest Group Nigel Smith Head of Lifecycle & Engagement Marketing, Commercial & Institutional	 Natura & Co Gianfranco Cuzzoli Avon International CRM & Personalisation Lead	 B&Q Ali Saker Senior Digital Customer Journey Manager
 Kingfisher B&Q Bethan Lynch Head of Product, Customer Commerce	 The Foundation John Sills Managing Partner	 Cowry Consulting Exclusive Conference Partner	 JP Morgan Chase Lisa Fraser Executive Director User Experience Research	 NICE Richard Bassett VP of Digital & Analytics	 Lending Standards Board Louise Allemagne Senior Insight & Outreach Manager	 Post Office Ltd Ben Woollard Head of Banking Operations, Cash & Banking Services
 RNIB See differently Laura Morris Head of Digital Technology	 Santander Clive Head Customer Engagement Squad Lead	<p>“On behalf of the Monstarlab team, I would like to thank you and the entire team of organisers for the fantastic CX conference you've held, it was a truly great experience for us and we were honoured to be amongst sponsors of the event! It was a pleasure!”</p> <p>Monstarlab CX Sponsor</p>				

ABOUT THE CONFERENCE



Who Attends?



For more information on speaking and arranging one-to-one meetings, please contact:

E: partner@thecustomerconference.com | T: +44 (0) 20 3479 2299

SPEAKING, EXHIBITION & ONE-TO-ONE MEETING OPPORTUNITIES



DIAMOND SPONSORSHIP

1

Speaking Opportunity

- | A 15 minute speaking session in front of the entire delegation.
- | Speaker's presentation details to be included on www.thecustomerconference.com.

One-To-One Meetings

- | Hosting one-to-one meetings with 5 delegates of your choice.

Exhibition Area

- | A 3 x 2 metre exhibition area in the main networking room.

Brand Awareness & Marketing

- | Branding on the on-the-day conference materials.
- | Corporate description with full contact details to appear on the on-the-day conference materials.
- | Colour advert on the on-the-day conference materials.
- | Branding on the holding slide on the stage set.
- | Logo/button with hyperlink to be placed on www.thecustomerconference.com.
- | Logo and corporate description to appear on the partners' page on www.thecustomerconference.com.
- | Sponsorship of the speaker presentation website which all delegates visit to download presentations.

Seat Drop & Branding

- | Promotional material to be placed on all of the delegates' tables/chairs during the conference.

Delegate Passes

- | 3 delegate passes and 1 speaker pass worth £3,996.
- | Delegate list with name, job title and company of all attendees.

Investment: £10,999 +VAT

Standard Price: £11,999

(Book Before
2nd November &
Save £1,000)

PLATINUM SPONSORSHIP

2

Speaking Opportunity

- | A 15 minute main stage speaking session in front of the entire delegation.
- | Speaker's presentation details to be included on www.thecustomerconference.com.

Data Capture

- | Sole sponsorship of the Customer Experience Conference Competition.
- | The contents of all business card collection boxes to keep – this will be solely for your purpose.
- | Logo on holding slide during all conference breaks – including information to promote the competition and encourage participation.
- | Announcements from both the Morning Chairman and the Afternoon Chairman promoting the competition.
- | 5 minute slot to present competition prize to winner on the stage in front of entire delegation.

Exhibition Area

- | A 3 x 2 metre exhibition area in the main networking room.

Brand Awareness & Marketing

- | Branding on the on-the-day Conference materials.
- | Corporate description with full contact details to appear on the on-the-day Conference materials.
- | Colour advert on the on-the-day Conference materials.
- | Branding on the holding slide on the stage set.
- | Bespoke, designated email to your contacts offering £150 discount and publicising your involvement.
- | Logo/button with hyperlink to be placed on www.thecustomerconference.com.
- | Logo and corporate description to appear on the Partners' Page of www.thecustomerconference.com.

Delegate Passes

- | 2 delegate passes and 1 speaker pass to the conference (worth £2,997).
- | Conference Documentation Pack with delegate list.

Investment: £9,999 +VAT

Standard Price: £10,999

(Book Before
2nd November &
Save £1,000)

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GOLD SPONSORSHIP

Speaking Opportunity

- | A 15 minute speaking session in front of the entire delegation.
- | Speaker's presentation details to be included on www.thecustomerconference.com.

Exhibition Area

- | A 3 x 2 metre exhibition area in the main networking room.

Brand Awareness & Marketing

- | Branding on the on-the-day conference materials.
- | Corporate description with full contact details to appear on the on-the-day conference materials.
- | Colour advert on the on-the-day conference materials.
- | Branding on the holding slide on the stage set.
- | Logo/button with hyperlink to be placed on www.thecustomerconference.com.
- | Logo and corporate description to appear on the partners' page on www.thecustomerconference.com.

Delegate Passes

- | 1 delegate passes and 1 speaker pass worth £1,998.
- | Delegate list with name, job title and company of all attendees.

Investment: £7,999 +VAT

Standard Price: £8,999

(Book Before
2nd November &
Save £1,000)

3



SILVER SPONSORSHIP

Speaking Opportunity

- | Speaker's presentation details to be included on www.thecustomerconference.com.
- | Speak on one of the following panels. These last for 30 minutes in front of the entire delegation:

1. CUSTOMER EXPECTATIONS IN 2024 & BEYOND with Savoy Signature, Connolly Spar, Avanti West Coast, Bank of Ireland, Kingfisher B&Q, OVO Energy, Post Office Ltd, Lending Standards Board & BP.

2. THE IMPACT & OPPORTUNITIES OF AI with B&Q.

3. NEXT-LEVEL PERSONALISATION with Nissan Motor Corporation & Lending Standards Board.

4. ACQUISITION, LOYALTY & RETENTION with Santander & Roche.

Exhibition Area

A 3 x 2 metre exhibition area in the main networking room.

Brand Awareness & Marketing

- | Branding on the on-the-day conference materials.
- | Corporate description with full contact details to appear on the on-the-day conference materials.
- | Branding on the holding slide on the stage set.
- | Logo/button with hyperlink to be placed on www.thecustomerconference.com.
- | Logo and corporate description to appear on the partners' page on www.thecustomerconference.com.

Delegate Passes

- | 1 delegate pass and 1 speaker pass worth £1,998.
- | Delegate list with name, job title and company of all attendees.

Investment: £5,999 +VAT

Standard Price: £6,999

(Book Before
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Save £1,000)

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BRONZE SPONSORSHIP

5

Speaking Opportunity

- | To host one of the Peer-To-Peer Sessions (informal discussion zones) during lunchtime. These last for approximately 20 minutes.
- | Hosting of the Peer-To-Peer Brainstorming Sessions to be announced on the conference website.

Brand Awareness & Marketing

- | Branding on the on-the-day conference materials.
- | Corporate description with full contact details to appear on the on-the-day conference materials.
- | Branding on the holding slide on the stage set.
- | Logo/button with hyperlink to be placed on www.thecustomerconference.com.
- | Logo and corporate description to appear on the partners' page on www.thecustomerconference.com.

Delegate Passes

- | 1 delegate passes and 1 speaker pass (worth £1,998).
- | Delegate list with name, job title and company of all attendees.

Investment: £4,999 +VAT

Standard Price: £5,999

(Book Before
 2nd November &
 Save £1,000)

ONE-TO-ONE MEETINGS

6

- | Hosting One-To-One Meetings with 5 delegates of your choice.

Exhibition Area

- | A 3 x 2 metre exhibition area in the main networking room.

Brand Awareness & Marketing

- | Branding on the on-the-day conference materials.
- | Corporate description with full contact details to appear on the on-the-day conference materials.
- | Colour advert on the on-the-day conference materials.
- | Logo/button with hyperlink to be placed on www.thecustomerconference.com.
- | Logo and corporate description to appear on the partners' page on www.thecustomerconference.com.

Delegate Passes

- | 3 delegate passes (worth £2,997).
- | Delegate list with name, job title and company of all attendees.

Investment: £5,999 +VAT

Standard Price: £6,999

(Book Before
 2nd November &
 Save £1,000)

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'A Great Day in a Beautiful venue'

Cowry

CX Sponsor

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EXHIBITION STAND PACKAGE

7

- | 3 x 2 metre exhibition area in the main networking room.
- | Branding on the on-the-day conference materials.
- | Corporate description with full contact details to appear on the on-the-day conference materials.
- | 2 delegate passes to the conference (worth £1,998).
- | Delegate list with name, job title and company of all attendees.

Investment: £2,999 +VAT

Standard Price: £4,999

(Book Before
 2nd November &
 Save £2,000)

LANYARDS PACKAGE

8

- | Branding on the on-the-day conference materials.
- | Sponsorship of the speaker presentation website which all delegates visit to download presentations.
- | Bespoke, designated email to your contacts offering £150 discount and publicising your involvement.
- | Logo/button with hyperlink to be placed on www.thecustomerconference.com.
- | Logo and corporate description to appear on the partners' page on www.thecustomerconference.com.
- | Logo/branding on a minimum of three email campaigns.
- | List of attendees on the day.
- | 2 delegate passes (worth £1,998).

Investment: £4,999 +VAT

Standard Price: £5,999

(Book Before
 2nd November &
 Save £1,000)

SEAT DROP & BRANDING

10

- | Promotional material to be placed on all of the delegates' tables/chairs during the conference.
- | Logo/button with hyperlink to be placed on the homepage of the conference website.
- | Logo and corporate description to appear on the partners' page of the conference website.
- | Branding on the on-the-day Conference materials.
- | Corporate description with full contact details to appear on the on-the-day Conference materials.
- | Colour advert on the on-the-day Conference materials
- | Branding on the holding slide on the stage set.

Delegate Passes

- | 2 delegate passes.
- | Delegate list. Name, job title and company.

Investment: £2,499 +VAT

Standard Price: £2,999

(Book Before
 2nd November &
 Save £500)

DRINKS RECEPTION PACKAGE

9

- | Sole Sponsorship of the conference lanyards.

Exhibition Area

- | 3 x 2 metre exhibition area in the main networking room.

Brand Awareness & Marketing

- | Branding on the on-the-day conference materials.
- | Corporate description with full contact details to appear on the on-the-day conference materials.
- | Logo/button with hyperlink to be placed on www.thecustomerconference.com.
- | Logo and corporate description to appear on the partners' page on www.thecustomerconference.com.

Delegate Passes

- | 2 delegate passes to the conference (worth £1,998).
- | Delegate list with name, job title and company of all attendees.

Investment: £4,999 +VAT

Standard Price: £5,999

(Book Before
 2nd November &
 Save £1,000)

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'Engaging level of content, good networking opportunities. 10 out of 10!'

NICE

CX Sponsor

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