

AGENDA

Agentic autonomy in today's operations: Trust versus control

Executive Dinner

SPEAKERS



Ibrahim Jackson

Founder & CEO
Ubiquitous Preferred
Services



Henry Catry

COO
New York Life
Insurance Company



Prachi Kasodhan

SVP & GM, Global
Head of Servicing
Capabilities &
Innovation (Gen AI &
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American Express



Carmine Fardella

Division CFO, Head
of Global Order to
Cash & Accounting
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Global Head of
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Kathryn Zhao

Head of Institutional
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AGENTIC AUTONOMY IN TODAY'S OPERATIONS: TRUST VERSUS CONTROL



November 17, 2026

6:00 PM-9:30 PM

Eastern Time

Agentic AI is moving from pilot to production, and financial services leaders face a defining question: how much autonomy should agents have? Grant too little, and value stalls. Grant too much, and risk, compliance, and customer trust are exposed. Join TCS and AWS for an intimate New York dinner with line-of-business and technology leaders to explore how financial institutions can reimagine processes with the right guardrails, governance, and oversight to scale agentic autonomy they can trust.

Topics we'll cover:

Drawing the autonomy line: Which decisions agents can own end to end, and where people stay in the loop.

Governance by design: Building auditability, explainability, and regulatory alignment into agentic workflows from the start.

Trust at scale: Moving from controlled pilots to production across lending, payments, operations, and customer service.

Measuring what matters: Showing business value while managing operational, model, and reputational risk.

Operating model shifts: How business and technology teams share ownership, accountability, and oversight of agents.

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