

deluxe<sup>®</sup>  
EXCHANGE > 2025





# Moments of Disruption: Accelerating Change Management in Payments

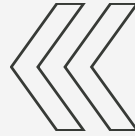
**Joe Vitale**  
First Citizens Bank

**Tony Prieto**  
MetLife

**Rod Young**  
Deluxe



# About Me



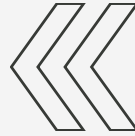
## Tony Prieto

- » AVP, Head of Global Treasury Operations
- » Started with MetLife in 2001
- » Held various consultative and leadership roles during his tenure, focusing on payment receipt and disbursement





# About Me



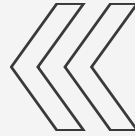
## Joe Vitale

- » SVP, Head of Receivables and Data Management
- » 30+ years experience in Treasury Management
- » Previous roles at several institutions including JP Morgan Chase, Fifth Third Bank and U.S. Bank





# About Me



## Rod Young

- » Advisory Services Payments Manager
- » Career focus in digital payment solutions and business process transformation
- » Helps banks and corporate clients achieve their financial goals





# Panel Discussion

**Disclaimer:** *The views and opinions expressed by the panelists during this presentation are their own and do not necessarily reflect the views or opinions of the organizations, businesses, or financial institutions with which they are affiliated. Content is intended for informational or educational purposes only.*



Why is it important to understand the type of change that is taking place?



What are the steps that need to take place in advance of that change?



What are the best practices or strategies that you have used in change management?



What is the best route to enact effective change with the people who are affected by the change or involved?



Is *faster* truly *better*  
when it comes to  
change management?



# Moments of Disruption: Accelerating Change Management in Payments

## Executive Summary

» In this session, you learned:

- An understanding between FIs and ENTs on what is needed from both sides is a key part of effective change management
- The unique perspectives and strategies both FIs and corporates use to approach and enact changes
- The necessary steps needed to outline a successful change management process within your organization