



**2010 Spring Educational Event  
San Diego, California USA  
16-18 March 2010  
Program Agenda\***

**THANK YOU to our sponsors**

**Subex & Equinox**

**Tuesday, 16 March**

**11:30 a.m. Registration opens**

**1:00 p.m.**

**Welcome and Opening Remarks**

*John M. Frost, CCSP, CFCA President*

**1:15 p.m. – 2:15 p.m.**

**Keynote Address – Financial Fraud in a Downturned Economy**

Financial fraud has been a significantly increasing issue for all businesses since the 1990's, spurred by changes in technology; employment practices; customer service and regulatory demands; an expanding criminal population and a growing market for the personal and financial information of US consumers. This segment will discuss the challenges faced by financial institutions and their customers from before and since the economic downturn, as well as what businesses can do to minimize the negative impacts of fraud now and in the future.

*Jodi Pratt – Jodi Pratt & Associates*

**2:15 p.m. - 2:30 p.m. Break**

**2:30 p.m. – 3:30 p.m.**

**Mail Fraud & Identity Theft Trends**

This case study will center around how the US Postal Inspector's office worked a financial fraud case. More information will be available soon.

*Tim France, US Postal Service*

**3:30 p.m. - 3:45 p.m. Break**

**\*Note: This agenda is tentative. CFCA reserves the right to make changes without notification to registrants.**

**Save the Date:**  
CFCA Annual Meeting and Educational Event  
Baltimore, Maryland USA  
22-24 June 2010



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**3:45 p.m. – 4:45 p.m.**

**International Settlements**

As much of the fraud encountered in telecom is international in nature, there are often settlements with international carriers that are affected by fraud. This session will discuss the basic of international carrier settlements, the types of agreements common between carriers, the types of fraud stipulations that can be found and how this may affect daily fraud activities.

*Tom Walker, Subex*

**4:45 p.m.**

**Adjourn**

**6:00 p.m. – 9:30 p.m.**

**Special Event**

**Dinner at Rockin' Baja Coastal Cantina**

**Wednesday, 17 March**

**7:30 a.m. – 8:30 a.m. Breakfast**

**8:30 a.m. – 9:15 a.m.**

Agent McGuire will be discussing some of the more prevalent schemes and techniques being used to commit computer network intrusions, intellectual property rights or trade secret theft and Internet facilitated fraud and the exploitation of identity information. Information will be presented regarding trends observed by the law enforcement agencies, such as, the Internet Crimes Center, IC3.gov, professional associations and private organizations engaged in tracking and reporting on various fraud trends and variations of scams. Also presented will be some detection techniques necessary for all businesses whose employees work from home or use portable computing devices that connect to an organizations network.

*Ken McGuire, FBI*

**9:15 a.m. – 9:30 a.m. Break**

**9:30 a.m. – 10:30 a.m.**

**Small Business Fraud – Don't Bet on your Bottom Line!**

Fraud committed by and against businesses is growing rapidly. Without a solid understanding of how it happens, and ways to prevent it, the impact can be significant. Learn how the current economic climate combined with the state of technology has enabled fraud to grow in the business arena, and hear tips on how to protect your company.

*Derek Wasson - Equifax*

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**10:30 a.m. – 11:30 a.m.**

**Address Change Data Study**

Banks and financial institutions need to scrutinize address changes on existing customers, as well as new account applications when the application address differs from the information maintained by the three national credit bureaus. Join us for a presentation to better understand the relationship between fraud risk and change of address. Gain insight into how to cost-effectively comply with the new address change verification regulations. The discussion will be centered around ID Analytics' latest research study on change of address. The data study examines the role of move distance in fraud risk, and investigates whether certain move patterns (SCF to SCF) are riskier than others. You will also learn about the effective use of identity scoring to prevent account take-over fraud at the time of address change.

The presentation will also include research on how U.S. identity fraud rates vary by geography, an update from ID Analytics' 2007 studies U.S. Identity Fraud Hot Spots and U.S. Identity Fraud Rates by Geography.

***Cooper Bachman, ID Analytics***

**11:30 a.m. – 12:45 p.m. Lunch**

**12:45 p.m. - 1:30 p.m.**

**Phishing – FBI Case Study**

Agent McGuire will be using various case examples to discuss some of the recent types and methods of phishing and "spear phishing" e-mails and the use of "zero day" exploits in the targeting of individuals, businesses and their financial institution. He will also provide some detection and prevention techniques, and regarding the evolution of currently used network exploitation techniques that may be expected in the near future.

***Ken McGuire - FBI***

**1:30 p.m. – 1:45 p.m. Break**

**1:45 p.m. – 2:45 p.m.**

**IRSF Fraud & Emerging Frauds**

Historically, fraudsters have used the same methods to acquire service, breach a network or steal service in any way despite the carrier they are targeting. How, therefore, are they just as successful carrying out their schemes whether the victim carrier has a 100 person Fraud Department with all the resources one could imagine vs. a 3 person department with less access to tools and resources? Is there a true difference, other than the ability to handle volumes, between large and small Fraud Departments? How much depends on processes and analysis vs. ability to handle capacity? This presentation will examine both sides of the coin and demonstrate some of the pros and cons of both situations and also highlight how the two different sized departments in different companies can assist each other by looking at past case examples.

***Adam Panagia, AT&T and David Huras, MTS Allstream***

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**2:45 p.m. – 3:00 p.m. Break**

**3:00 p.m. - 3:45 p.m.**

**IRSF Case Study**

This presentation will provide an update of issues discussed at the January GSM Fraud Forum meeting held in the UK, along with progress being made in the Global International Revenue Share Fraud problem facing the industry.

***Colin Yates, Vodafone***

**3:45 p.m. - 4:45 p.m.**

**Methods of Developing an Investigation for Criminal Prosecution**

Brand owners in the electronic and communications industry are increasingly becoming the victims of criminals who are circumventing their technology and re-selling the product in the black market. Due to the technology that is made available to the general population, a great number of individuals are becoming involved in technology based crimes. Law enforcement agencies are vigorously working at stemming such crimes but are also burdened with other violent crimes that often take precedent over other non-violent crimes. Although, technology based crimes may not take priority over violent crimes they are still viewed as very serious crimes that have an impact on our entire society.

Due to the extra burden of industry specific white collar crime, law enforcement has been turning to the private sector to assist with certain aspects of criminal investigations. This presentation will provide representatives of brand owners with insight on how to prepare an investigation that can be submitted to law enforcement for criminal prosecution.

The presentation will cover aspects of an investigation that those in the private industry should consider from the brand owner's and law enforcement perspective.

***Tony Rosario, Rosario Investigations, Inc.***

**4:45 p.m. - Adjourn**

**6:00 p.m. – 8:00 p.m.**

***Networking Reception***

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**Thursday, 18 March**

**7:30 a.m. – 8:30 a.m. Breakfast**

**8:30 a.m. – 9:15 a.m.**

**Understanding the Telephony Network Structure and its Vulnerabilities**

Most fraud investigations require an understanding of how a telecom network is structured so that evidence gathering is completed correctly and efficiently. Not knowing how your network functions could mean the difference between a successful prosecution of a suspect, and the case being dismissed. This session will provide a basic outline of how a telecom network is structured, and provide attendees with information on Network Call Records; AMA vs. SS7 records; as well as originating and terminating reports on trunk groups, lines and billing telephone numbers which could prove useful in building a case.

*Cleata Zelenka, TelePacific Communications*

**9:15 a.m. – 9:30 a.m. Break**

**9:30 a.m. – 10:15 a.m.**

**Telephony Denial of Service Case Study**

In many cases, what seems like one type of fraud often turns into something completely unexpected. This case study outlines just such an occurrence, and the presenters will outline how the case began, what transpired and how two carriers worked together to stop the fraud.

*Ceres Fagan, TelePacific Communications & Adam Panagia, AT&T*

**10:15 a.m. – 10:30 a.m. Break**

**10:30 a.m. – 11:15 a.m.**

**Knowledge Network**

This popular session is a great time to get your questions answered by variety of experts. Topics are unrestricted and usually provoke great sharing on how to handle new, and old, fraud concerns. Also to be discussed at this session: "What I wish my fraud system could do!" Bring your ideas on how to improve your system!

**11:15 a.m.**

**Closing Remarks & Adjourn – CFCA President John M. Frost, CCSP**

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