



CFCA Summer Educational Event & Annual Meeting

11-13 June 2019

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Tuesday, June 11, 2019

11:00am	Registration
1:00pm to 1:30pm	Welcome & Announcements
1:30pm to 2:00pm	Handset Fraud Evolution – Steve Schwed, Verizon As equipment values rise and more commonly exceed the \$1000 price point and carriers are retiring older GSM and CDMA networks and moving towards LTE technology, handsets are becoming more desirable to Fraudsters. Steve Schwed from Verizon's Fraud Strategy and Consumer Protection Team will discuss the evolution of Social Engineering countermeasures and techniques being used to bypass security measures put in place by wireless carriers to fight the Fraud Epidemic. In addition to Social Engineering, Steve will also touch on the elaborate methods and multi stepped processes being used to facilitate SIM Swapping, OTP verification and other techniques being employed.
2:00pm to 2:30pm	Fighting Emerging eCommerce Fraud Schemes Without Friction – Tracy Manning, LexisNexis Risk Traditional methods being implemented to fight the rising tide of cybercrime in eCommerce are coming at the expense of the customer experience, leaving a trail of abandoned carts and frustrated potential subscribers in their wakes. The tension that exists is leaving communications and media companies with a near-impossible decision about which they want more: Fewer fraud losses or a better customer experience. But what if there were a way to have both? Hear case studies that will reveal the secrets discovered by leaders in the industry about how to use one critical tool - digital identity - to mitigate fraud across the entire customer journey with less friction.
2:30pm to 3:00pm	Networking Break
3:00pm to 3:15pm	Rapid Fire – LexisNexis Risk Solutions
3:15pm to 3:45pm	Chris Drake, iconectiv – Description to follow
3:45pm to 4:15pm	CFCA Website Updates and Blog Improvements – Stacy Graham, Inteliquent and Bonnie Kantor, CohnReznick
4:15pm to 5:00pm	Knowledge Network - Open Forum: Build on discussions from member questions
5:30pm to 8:00pm	First Timer Attendees Reception If this is your first time attending a CFCA Educational Event, we invite you to join us at our welcome cocktail reception to meet your Ambassador for the event and to get additional information about CFCA. Join us for an informal meet and greet with the CFCA Board members, Ambassadors, and other first time attendees.
6:00pm to 8:00pm	Ice Breaker Reception (Sponsored by Enova Decisions) This is a great time to meet your fellow attendees and relax! Join us for refreshments and great conversation!



Wednesday, June 12, 2019

8:00am to 9:00am	Breakfast
8:30am to 9:00am	Annual Meeting – Members Only
9:00am to 9:45am	5G - The Next Generation of Wireless – Travis Russell, Oracle Communications There has been lots of talk about 5G, and lots of hype. But what exactly is 5G, why is it so different than previous generations of wireless, and what does it mean for security and fraud professionals? Your questions will be answered during this session including the opportunities for fraudsters that will exist in 5G services.
9:45am to 10:15am	Mitigating Phone Fraud Through Machine Learning – Tim Prugar, Next Caller – Machine Learning has emerged as one of the top vendor buzzwords that appears to mean everything and nothing. In this session, Next Caller's Vice President of Operations and Product Owner Tim Prugar will discuss the practical applications of Machine Learning in mitigating phone fraud, providing insight into the successes and challenges the Next Caller team has experienced, as well as future opportunities for application throughout telecom.
10:15am to 10:45am	AT&T Mobility Equipment Fraud Mitigation – Dan Fishbeck, AT&T – An overview to define mobility equipment fraud and how it is identified and mitigated. Various types of mobility fraud and scams will be explored as well as the methods employed by the fraud element.
10:45am to 11:15am	Networking Break
11:15am to 12:15pm	2018 Cybercrime Survey Report – Jason Lane-Sellers, ThreatMetrix The presentation will go through the findings, trends and statistics from the latest cybercrime report in detail, to give audience members an insight to the latest threats and issues impacting our organisations in the market place and globally.
12:15pm to 1:15pm	Lunch
1:15pm to 2:15pm	Wireless Carrier Panel Session: Wireless Fraud Issues & Trends - GSMA – Jason Smith, U.S. Cellular – Caleb Meinke, AT&T – Dan Fishbeck, Verizon- Steve Schwed, Rogers – TBD, Comcast - TBD - The session will discuss the latest issues and threats within the North American Wireless industry. Content will include issues such as Equipment Fraud, Identity Theft, Account Takeover etc. The panel will discuss what the latest trends are, the impacts of omnichannel expansion and what steps can be taken individually and collaboratively.
2:15pm to 2:45pm	Break
2:45pm to 3:00pm	Rapid Fire: Enova Decisions
3:00pm to 3:30pm	GSMA Device Check Service – Jason Smith, GSMA - Each month MNOs report more than 1 million devices to the GSMA Black List that are not with their



	<p>rightful owner. Through the GSMA Device Check service, this data is queried more than 7 million times per month by those involved in the second-hand device ecosystem as well as law enforcement and the general public. At the CFCA meeting in Minneapolis, Jason Smith, GSMA's Senior Director, Device Check, will discuss new developments leading to wider, more effective industry participation in device theft and fraud prevention.</p>
3:30pm to 4:00pm	<p>Lessons from FIs on Fraud Detection & Prevention – Sean Naismith, Enova Decisions Fraud is an ever-growing problem that affects not only the profitability of businesses in nearly all industries, but also their survival. Yet Enova International has thrived these past 15 years and grown its operations to 8 online consumer and small business lending brands across 3 countries. In this session, Sean will cover how Enova has been successful at preventing fraud, why machine learning and AI are the way forward, and best practices on how to revamp fraud prevention in your organization.</p>
4:00pm to 4:30pm	<p>Break</p>
4:30pm to 5:15pm	<p>Restoring Trust in the Telephone Network – A Tutorial on SHAKEN – Alec Fenichel, TransNexus Robocalls and scam calls have undermined the public's trust in the telephone network. This problem is caused by spoofed calling numbers that enable bad actors to deceive their victims and avoid law enforcement. Major telephone carriers and the FCC have identified SHAKEN as the best solution to eliminate spoofed calling numbers. Attend this webinar to learn about the following topics: A brief history of robocalls; Regulatory initiatives; SHAKEN Trust Anchor; Digitally signed Identity Tokens; Calling party trust levels; How SHAKEN makes call trace back quick and easy; How SHAKEN will impact call analytics; How SHAKEN will impact toll fraud control; Deployment timelines – when will SHAKEN be here? Future developments.</p>
6:30pm to 9:00pm	<p>Special Event – Clockwerks Brewery - Come and enjoy a brewery tour, beer tasting, and buffet dinner at one of Minneapolis' best local brew pubs! (Sponsored by LexisNexis Risk Solutions)</p>



Thursday, June 13, 2019

8:00am to 9:00am	Breakfast
9:00am to 9:15am	Opening Announcements
9:15am to 10:15am	2019: The Pivotal Year in the Battle Against Illegal Robocalls – Kevin Rupy, Wiley Rein LLP - As illegal robocalls continue their meteoric rise, 2019 is shaping up to be a crucial moment in time for industry stakeholders. In addition to the SHAKEN/STIR standard making its debut, there is increased activity by industry, legislators, regulators and law enforcement on the illegal robocall front. Significant changes have also occurred in the TCPA environment. The FCC earlier this year adopted new rules for a reassigned number database, and the agency is also reforming its TCPA regulations to comply with the Court of Appeals decision in last year's <i>ACA International</i> decision. This session will discuss what industry and government stakeholders need to look out for – and what will be expected of them at this pivotal moment in time.
10:15am to 10:45am	Break
10:45am to 11:00am	Rapid Fire: Araxxe
11:00am to 11:30am	Fight Big (Regardless of Your Company Size) – Heather Davis, Frontier - Fraud does not discriminate based on the size of a telecom company. Carriers that the industry considers Tier 1 may have the greatest resources to combat fraud and seem to make the biggest impact, but there are many ways that smaller carriers can aid in the fight. This presentation will discuss ways that the smaller carriers can play a large part in combating fraud. Getting back to the basics of monitoring, understanding your network and product offerings, and building and utilizing your relationships with different departments within your organization are just a few ways that smaller fraud teams can leverage their resources.
11:30am to 12:00pm	The Value of CFCA Membership and Events – Amber Kerr, Union Wireless The CFCA provides value to MNO's, MVNO's and Vendors in the telecommunications industry as well as many of the industries it affects. This presentation will cover how employees of companies large and small can utilize CFCA events and membership to provide value to their company.
12:00pm to 12:30pm	Knowledge Network
12:30pm	Closing Remarks/Adjourn