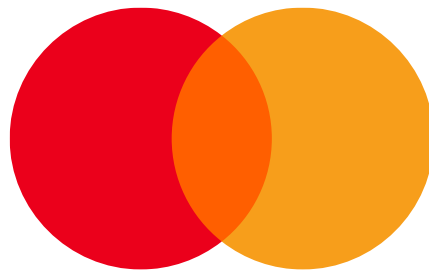




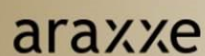
CFCA Summer Educational 2024

4th – 5th June



Mastercard Offices, One Angel Lane, London, England, EC4R 3AB

Sponsored By



N.B. This agenda is subject to change, including timing of presentations, presenters, and topics.




Monday June 3rd 2024







Join us for a networking evening at the Mastercard Rooftop Garden Terrace
5:30pm – 8:30pm




One Angel Lane, London EC4R 3AB. Come to the main Mastercard reception.







Tuesday June 4th 2024

Time	Speaker/Presenter	Event Session
8:00am		Registration Open and Morning Refreshments
9:00-9:30am	<p>Jason Lane-Sellers</p>  <p>Paul Trueman Executive Vice President</p>  <p>MASTERCARD</p>	<p>Welcome and Opening of the CFCA 2024 Summer Educational Event</p>
9:30-10:00am	<p>Tulsi Narayan SVP</p>  <p>MASTERCARD</p>	<p>Trust in a changing world - threats and opportunities. The emerging fraud trends and leveraging technology advancements to mitigate the risks.</p>

Time	Speaker/Presenter	Event Session
10:00-10:30am	<p>Shona Sparks Senior Manager Fraud Systems and Controls</p>  <p>Andrzej Ochocki Head of Identity Management</p> <p>Deutsche Telekom</p>  <p>Moderator Paul Trueman Executive Vice President</p> 	<p>Collaborative Approach to Managing Fraud across Banks and Telco's</p> <p>We will be exploring common fraud challenges across the banking and telco verticals.</p> <p>Addressing shared challenges through closer collaboration.</p> <p>Telcos have valuable data points and technological capabilities to help identify scams, how we can work together in a more agile way.</p>
10:30-11:00am	Networking Break	
11:00-11.30am	<p>Martyn Robbins Group Fraud and Revenue Assurance Manager</p> 	<p>Fraud Powered by Artificial Intelligence</p> <p>We are increasingly seeing artificial intelligence (AI) being used by fraudsters to enhance their fraud schemes. During this session I will present some AI enhanced fraud attacks that we have seen, highlight how AI has been used by fraudsters, discuss how we expect this trend to develop and suggest ways that we can stay ahead of attackers and even use AI to help us to fight fraud threats.</p>
11:30-12:00pm	<p>Mohamed Temsamani Director of Income Security</p>  <p>Jacob Howell Director of Corporate Strategy</p> 	<p>The Rise of SMS Blaster</p> <p>Learn about SMS Bypass Fraud operations and a new generation of fraud operations spreading across the globe. "SMS Blasters" (aka: Fake Base Stations) are being used to deliver text messages to localized populations while also bypassing SMS Firewalls, SMS Content Filters, and charging systems. SMS Blasters are especially interesting from a technical perspective because many mobile network operators are blind to this activity, until after their subscribers are hit. In this presentation we will share how SMS Blaster operations work, how they can be detected, and methods for locating and busting these fraudsters.</p>

Time	Speaker/Presenter	Event Session
12:00-12:30pm	<p>Dr Vasileios Karagiannopoulos Associate Professor in Cybercrime and Cybersecurity at University of Portsmouth and Co-Director of Centre for Cybercrime and Economic Crime.</p> 	<p>AI and the future of fraud: Entering an era of fusion of complex risks. This talk will focus on the advent of AI and how it affects and is expected to influence the development of fraud in the coming years. The analysis will focus on the use of large language models and generative AI in terms of how they are shaping the tactics and tools of fraud and will also explain how AI combines with other technologies such as the Internet of Things and the Metaverse in creating situations where multiple risk-rich technologies are fusing together to create a more complex and multi-layered risk landscape. Finally, the talk will present how AI can also help tackle fraud and reinforce the efforts of organisations and their clients to manage such risks.</p>
Lunch & Networking Break		
1:30-2:00pm	<p>Adam Falus Credit Risk & Fraud Management Senior Manager T-Mobile Czech Republic</p> 	<p>Spoofing solution - experience with solution and AI based tools used for detection of spoofing.</p> <ul style="list-style-type: none"> - CLI spoofing solution overview - Experience with solution after one year in production - current challenges - Overview of AI based detection tool
2:00-2:30pm	<p>Jason Lane-Sellers</p> 	<p>The Costs, methodologies, and impacts of fraud - How fraud is impacting industries globally, regionally, and locally, plus how to address the latest risks.</p> <p>This presentation will give the audience an insight to the newly released data from the LexisNexis Cybercrime report for 2024 and the Total cost of fraud report for 2024, where the newly released data will be shown, and insight given. The presentation will show the trends by region as well as industry and the crossover and methodologies on the rise. This will include an insight into globalised fraud networks and the complexity of attacks as well as cover the approaches and technologies being utilised to prevent and detect these issues.</p>

Time	Speaker/Presenter	Event Session
2:30-3:00pm	<p>Matthew Wynne, Senior Consultant</p> 	<p>The Future of Identity in the Face of Evolving AI Threats</p> <p>The pace of technological advancement has ushered in a new era of convenience and connectivity, but it has also opened the floodgates to sophisticated and evolving AI-driven fraud threats.</p> <p>In this session we'll share insights on the newest fraud trends and how malicious actors are exploiting readily available tech to compromise security. We'll also explore strategies to maintain safe and user-friendly experiences in the face of rising fraud.</p> <p>Key takeaways:</p> <p>An overview of emerging tactics and technologies used by fraudsters to attack identity verification and authentication based on what we are seeing across our clients right now.</p> <p>Protecting user identities and building trust with a layered approach, including the use of data, documents, biometrics, and liveness detection.</p> <p>Best practices for tackling evolving fraud threats without compromising the user experience.</p>
3:00-3:30pm	Networking Break	
3:30-4:00pm	<p>Lee Suker Head of Authentication and Number Information</p> 	<p>The evolutionary or revolutionary journey to universal Strong Customer Authentication</p> <ul style="list-style-type: none"> - What do we mean by SCA – multiple factors, associated risk assessment, continuous improvement process - Implementation Choices – revolution (Digital IDV + Cryptographic credentials + biometrics e.g. passport +passkey+ finger printing) or traditional (onboarding process, user id/password, OTP auth) - Should be no doubt what the best technical solution is but how long could it take to transform, is the transformation right for all enterprises? - Can more be done to improve traditional methods? GSMA Number Verify, Sim swap API, KYC API? - Comes down to \$\$\$ (adoption, UX, cost of ownership, risk) – no clear answer that is applicable to all but there is clear movement.
4.00-4:30pm	<p>Les Gray CEO</p> 	<p>Phone Crime Reduction Strategies – 25 years in 25 minutes.</p> <p>What might we learn from the UK's experience and approach to phone crime. A fact-backed summary of what's working, what isn't and what could.</p>
4:30-5:00pm	<p>CFCA Board of Directors and Event Delegates</p> 	<p>KNOWledge Network</p> <p>An open floor networking session, for delegates to voice and discuss topics arisen during the day or occurring within their businesses.</p>
6:00-9:00pm	<p>Evening Dinner Event - Swingers Crazy Golf</p> <p>8 Brown's Buildings, London EC3A 8AL (At the foot at the Gherkin Building)</p> <p>A 15-minute walk from Mastercard's offices in the heart of the city is Swingers, a combination of crazy golf, street food, refreshments, and a little competition.</p>	

Swingers

Swingers novelty urban putting experience in the heart of London city.

After a full day of education, learning and thought leadership, it is time to relax and have some fun...



Just a short walk from the Mastercard Offices, in the shadow of the Gherkin, is Swingers urban crazy golf, in the heart of London City. An opportunity to network, relax, discuss today's topics, have some fun and let your competitive side come to the fore. (no pun intended).

The evening will include a game of crazy golf where you will be pitted against your colleagues to see who can get a hole in one, the overall lowest score and much more.




Watch colleagues play, whilst chatting to colleagues and enjoying refreshments and a wide selection of street food from renowned street restaurants Patty&Bun Burgers, Pizza Pilgrims, Breddos Tacos

The Lighthouse Course is one of the quirky and challenging crazy golf courses at Swingers City, a stone's throw from the Gherkin in the heart of London. Underground, overground - make sure you keep your eye on the ball. Missing is not an option. Under the watchful glow of the Lighthouse the hopes of many promising golfers have been sunk.



The Windmill Course at Swingers City is fun and challenging - the perfect place to get gently competitive. Watching your score soar into double digits? Make sure you don't spin out. Take a look at The Windmill. See how smoothly her sails glide? See how peaceful she is? Breathe with the Windmill. Be the Windmill...





Wednesday June 5th 2024

Time	Speaker/Presenter	Event Session
8:30am		Registration Open and Morning Refreshments
9:00-9:30am	<p>Stacy Graham</p>  <p>Chris Wendt</p>  <p>Steve Schwed</p>  <p>Jaime Zetterstrom</p> 	<p>Tasks At Hand</p> <p>CFCA is an association built on networking and collaboration. Committees provide an opportunity for members to get involved in the decisions and activity of the association. In addition to opportunities for members we have opportunities available to members of our strategic community.</p> <p>This session will provide a brief overview of our strategic partnerships, our committees and how to join in on the collaboration. We will then drill, specifically, into our 2 Task Force committees and their goals and successes. First being our newest taskforce, Trust and Transparency Framework, which will serve as an industry forum where providers and enterprise participants collaborate to enhance trust and transparency.</p> <p>Second is the Handset Trafficking Task Force, this coalition unites industry players including MNOs and Online Retailers to address the issue of illegally acquired and resold handsets. Committed to eradicating fraud across the Telecom sector, this task force fosters collaboration, information sharing, and the development of a comprehensive anti-fraud framework.</p>
9:30-10:00am	<p>Vijay Gorania Detective Chief Inspector</p>  <p>Steve Schwed Senior Manager Fraud Strategy</p> 	<p>Reducing Violence Linked to Device Crime</p> <p>Reducing Violence linked to device crime. Personal robbery offending is one of the biggest contributors of violence in London. Robbery by its very nature is a violent crime and in the commission of this offence members of the public can be subjected to violence or threats. Often and in serious cases weapons such as 'zombie' knives are used and tragically some cases have resulted in fatalities in London. The commodity of choice for criminals in London is a smartphone which offers a number of opportunities (resale, data theft including financial or spare parts). In a 2019 study completed by The Behavioral Insights Team for the Mayor of London, it was estimated that violence in London costs £3 billion annually. This presentation gives insights into the current crime challenges, existing device security and what can be done to design this crime out.</p>
10:00-10:30am	<p>Katia Gonzalez Head of Global Transactional Security</p> 	<p>Mitigation of Spam Threat Intelligence</p> <p>An outlook on the global messaging services and how machine learning can help mitigate the impact of the attacks.</p>
10:30-11:00am		Networking Break

Time	Speaker/Presenter	Event Session
11:00-11:30am	<p>Tim Ward Chief Strategy Officer</p>  <p>A Somos Company</p> <p>Lee Suker Head of Authentication and Number Information</p>  <p>Jason Lunn Global Connectivity, CPaaS</p>  <p>Moderator Jaime Zetterstrom VP of Product Management</p> 	<p>Navigating the Challenges of Artificially Inflated Traffic in Voice and Messaging Channels</p> <p>AIT is plaguing the voice, messaging, CPaaS and Contact Center markets, posing a growing threat of fraud. But how do you stay one step ahead of the fraudsters? Join us for this dynamic fireside chat with industry subject matter experts from Somos, XConnect and other leading telecom firms! Here, you'll not only gain invaluable insights from those who confront this challenge head-on every day but also discover the powerful strategies they deploy to combat AIT fraud to safeguard your operations. Don't miss this opportunity to arm yourself with the knowledge and tools needed to protect your business in today's rapidly evolving threat landscape.</p>
11:30-12:00pm	<p>Jim Tyrrell VP Product Management Enterprise & Consumer Services</p> 	<p>How Call Authentication and Spoof Protection Technology is Restoring Trust in the Voice Channel</p> <p>Businesses are often unaware they have been the victim of scams such as call number spoofing until it is too late and their reputation has been damaged, customers are defrauded, and trust has been eroded. In the US, there is clear evidence that the FCC's STIR/SHAKEN mandate has made significant gains in combating spoofed robocalls, however it is not the silver bullet. In this session, we will discuss the lessons learned regarding caller ID fraud and the solutions available to better protect financial services and insurance firms and their customers.</p>
12:00-1:00pm	Lunch & Networking Break	
1:00-1:30pm	<p>Bradley Greer NetNumber Vice President, Data Solutions & Product Marketing</p> 	<p>How Spoofing Socially Engineers Vulnerability — And How it Can Be Disarmed with Data</p> <p>SMS spoofing, caller ID spoofing and other similar sophisticated fraud mechanisms are on the rise globally, not only putting end users at risk but creating a catastrophic impact on mobile and brand trust across the globe. Due to our phones' central place in our lives and communication, spoofing feels like a distinctly personal and invasive attack on one of our most valuable methods of contact with the world around us — making it a critical challenge for operators, providers, and the entire mobile ecosystem at large to ameliorate.</p>

Time	Speaker/Presenter	Event Session
1:30-2:00pm	<p>Josh Bercu Executive Director</p> 	<p>The Promise of Traceback – At Home and Abroad</p> <p>In the last ten or so years, the telecommunications industry in the United States has undertaken numerous measures to address the rise of illegal calls. Of these efforts, one of the most impactful has been industry traceback. The session will focus on the impact of the Industry Traceback Group (ITG) effort in the United States, the ITG’s success to date tracing illegal calls all over the globe, and what a truly “global” traceback mechanism could look like, including how it could support industry, regulators, and consumers worldwide.</p>
2:00-2:30pm	Networking Break	
2:30-3:00pm	<p>Philippe Millet Founder and Chair</p> 	<p>Restoring Trust in Communications: Fighting the global One Trillion Dollar war</p> <p>Spam, Fraud, Scams – fraudulent voice calls and messaging are being used by fraudsters on a global scale, from anywhere to anywhere, resulting in massive financial losses, identity theft, human trafficking, and a global loss of trust in communications. The Restore Trust initiative spearheaded by i3Forum enables global collaboration between the international telecoms industry (One Consortium) and regulators everywhere (GIRAF), as well as with other key stakeholders (e.g. law enforcement, retail industries), in order to fill a massive cooperation gap fighting fraudulent communications originating from abroad. Harmonized policy frameworks and collaborative enforcement mechanisms are key to win this global war!</p>

Time	Speaker/Presenter	Event Session
3:00-3:30pm	<p>Philippe Millet Founder and Chair</p>  <p>Johannes Vallesverd Senior Advisor Norwegian Post and Telecommunications Authority</p>  <p>Eli Katz Founder and CEO</p>  <p>Josh Bercu Executive Director</p>  <p>Katia Gonzalez Head of Global Transactional Security</p> 	<p>Restoring Trust in Communications: When industry and regulators collaborate globally.</p> <p>Fireside chat</p>
3:30-4:00pm	<p>CFCA Board of Directors and Event Delegates</p> 	<p>KNOWledge Network</p> <p>An open floor networking session, for delegates to voice and discuss topics arisen during the day or occurring within their businesses.</p>
4:00pm	Close of CFCA 2024 Summer Educational Event	



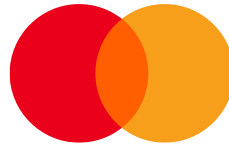
During the event there will be the chance to visit [Mastercard's Bond Room](#)

Sessions will be held during Networking Breaks and Lunch on both days.

Due to limited numbers within the room, you will need to register for a day and time with the CFCA registration desk.



Thanking our host



Thanking our 2024 Sponsors

Gold Sponsors



Silver Sponsors



Bronze Sponsors



N.B. This agenda is subject to change, including timing of presentations, presenters, and topics.