

6th edition

# IATA FREQUENT FLYER PROGRAM FRAUD PREVENTION WORKSHOP & ADVISORY FORUM

25 - 27 June  
Buenos Aires, Argentina

Event Host



Event Owner



To access the event venue you must have your passport/ travel document with you at all times!

## DAY 1

25 June 2019

(Aerolíneas Argentinas HQ – Jorge Newbery Airport – Aeroparque)

The bus departs in front of 725Continental Hotel at 8.00 am sharp!

Open **EXCLUSIVELY** to Airlines

- |               |  |
|---------------|--|
| 09.00 – 09.15 | <b>IATA Welcome and Introduction</b><br><i>Anca Dolocan, Portfolio Manager, Card &amp; Fraud Services, IATA</i>  |
| 09.15 – 09.30 | <b>Aerolíneas Argentinas – Opening Key Notes</b><br><i>Máximo Amadeo, Chief Commercial Officer, Aerolíneas Argentinas</i>  |
| 09.30 – 10.15 | <b>What Makes Our FFP Fraud Prevention Community Great?</b><br><i>Moderator: Vikki Bany, Frequent Flyer and Investigations Manager, United Airlines</i>  |
| 10.15 – 10.45 | <b>My Nightmare, Your Nightmare, Our Nightmare #1</b><br><i>Let's share all those topics that keep you up at night; all those issues you have tried solving but the challenge seems overwhelming!<br/>We're in this together. Let's talk about it!</i> |
| 10.45 – 11.15 | <b>Artificial Intelligence in Loyalty Programs</b><br><i>Fotis Fotogiannopoulos, Loyalty Fraud Officer, Aegean Airlines</i>  |
| 11.15 – 11.45 | <b>Networking Break Sponsored by Cybersource</b>   |
| 11.45 – 12.15 | <b>STOP Mileage Brokers</b><br><i>Odd Langvatn, CEO Wideroe, Scandinavian Airlines</i>   |

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- 12.15 – 12.45      **Social Engineering – TARGET: Contact Centers**  
*Sarah Rajkumar, Fraud Prevention Manager, Etihad Aviation Group*
- 12.45 – 13.15      **When GDPR meets Fraud**  
*Miki Rezentes, Fraud Prevention Investigator, American Airlines*
- 13.15 – 14.15      **Lunch Sponsored by Cybersource**
- 14.15 – 14.45      **How to handle your high profile member's fraud cases and not die trying...**  
*Jean Vasquez Mora, FFP Operations Analyst, Copa Airline*
- 14.45 – 15.15      **How Fraud Impacts Members?**  
*Luciana Paola Grotteschi, Head of Operations, Aerolíneas Plus*
- 15.15 – 15.45      **Networking Break Sponsored by Cybersource**
- 15.45 – 16.15      **Fraudulent Credits/ Retro Fraud – Airfrance Experience**  
*Veronique Spatafora, Fraud Analyst, AirFrance*
- 16.15 – 16.50      **How to Detect Fraud using Advance Reporting**  
*Osmar Solis, Fraud Prevention Investigator, American Airlines*
- 16.50 – 17.00      **Wrap-up of the day**  
*Anca Dolocan, Portfolio Manager, Card & Fraud Services, IATA*

**Sponsored by [Emailage](#) for all event registered delegates**

**NETWORKING RECEPTION**

**DINNER & TANGO SHOW**

@

**[Esquina Homero Manzi](#)**

*NOTE: Delegates' external guest(s) are welcome to join for max 40US\$ per person, to be paid (cash or card in local currency) upon arrival at dinner location. Transportation to/ from dinner venue for external guests only is not included.*

**For registered delegates busses depart from the [725 Continental Hotel](#) at 20.30 sharp!**

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## DAY 2

26 June 2019

(Aerolineas Argentinas HQ – Jorge Newbery Airport – Aeroparque)  
The bus departs in front of [725Continental Hotel](#) at 9.15 am sharp!

Open **EXCLUSIVELY** to Airlines

- |               |  |
|---------------|--|
| 10.00 – 10.10 | <b>Welcome Remarks</b><br><i>Anca Dolocan, Portfolio Manager, Card &amp; Fraud Services, IATA</i>  |
| 10.10 – 10.40 | <b>Advanced Reporting: A Live Fraud Model</b><br><i>Sarah Rajkumar, Fraud Prevention Manager, Etihad Aviation Group</i>  |
| 10.40 – 11.15 | <b>Networking Break Sponsored by Worldpay</b>  |
| 11.15 – 12.15 | <b>IATA FFP Reconciliation tool</b><br><i>Sylvie Hachey, Head Travel and Transport Payment Solutions, IATA</i>   |
| 12.15 – 13.30 | <b>Lunch Sponsored by Worldpay</b>   |
| 13.30 – 14.00 | <b>My Nightmare, Your Nightmare, Our Nightmare #2</b><br><i>Let's share all those topics that keep you up at night; all those issues you have tried solving but the challenge seems overwhelming!<br/>We're in this together. Let's talk about it!</i> |
| 14.00 – 14.30 | <b>Combatting Status Match Fraud</b><br><i>Vikki Bany, Frequent Flyer and Investigations Manager, United Airlines</i>  |
| 14.30 – 15.00 | <b>Insider Threats</b><br><i>Annette Matthews, Senior Fraud Investigator, British Airways<br/>George Turner, Head of Asset Protection Group, British Airways</i>   |
| 15.00 – 15.30 | <b>IATA FFP Fraud Prevention Standards Governance Group</b><br><i>Anca Dolocan, Portfolio Manager, Card &amp; Fraud Services, IATA</i>   |

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- 15.30 – 16.00**      **Networking Break Sponsored by Worldpay**
- 16.00 – 16.30**      **Case Study x 3**  
*Fotis Fotogiannopoulos, Loyalty Fraud Officer, Aegean Airlines*
- 16.30 – 17.00**      **Data Breach Aftermath**  
*Sarah Rajkumar, Fraud Prevention Manager, Etihad Aviation Group*
- 17.00 – 17.10**      **Wrap-up and Closing Remarks**  
*Anca Dolocan, Portfolio Manager, Card & Fraud Services, IATA*

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## DAY 3

27 June 2019

(Aerolineas Argentinas HQ – Jorge Newbery Airport – Aeroparque)

**The bus departs in front of [725 Continental Hotel](#) at 8.45am sharp!**

*Open EXCLUSIVELY to Airlines & IATA Strategic Partners for Fraud Prevention Program*

- 09.30 – 09.45**      **Opening Remarks**  
*Anca Dolocan, Portfolio Manager, Card & Fraud Services, IATA*
- 09.45 – 11.00**      **IATA Strategic Partners' Panel**  
*If you're an IATA Strategic Partners join our panel and don't miss the opportunity of addressing a crowd of over 40 airlines about your existing solutions, enhancement ideas or innovative thoughts in the FFP fraud prevention area.  
The floor is yours!*  
  
*On the Panel: Riskified, Accertify, Ypsilon, Forter, Accelya  
Moderator: Anca Dolocan, Portfolio Manager, Card & Fraud Services, IATA*
- 11.00 – 11.30**      **Networking Break Sponsored by the Event Host**
- 11.30 – 12.30**      **Challenges of Implementing a FFP Fraud Prevention tool**  
*Annette Matthews, Senior Fraud Investigator, British Airways*

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- 12.30 – 14.00**      **Lunch Sponsored by the Event Host**
- 14.00 – 15.30**      **Together, We Think Better #1**  
*This brainstorming session will split participants in three groups. The objective of each group is to imagine the best innovative idea for the ideal FFP information sharing tool that could be used for fraud prevention at industry level.*
- 15.30 – 16.00**      **Networking Break Sponsored by the Event Host**
- 16.00 – 16.45**      **Together, We Think Better #2**  
→ *Idea Presentation and Q&A (20' / Group)*
- 16.45 – 16.55**      **Together, We Think Better #3**  
→ *Choosing the best idea (Slido anonymous poll)*
- 16.55 – 17.00**      **Wrap-up and Closing Remarks**  
*Anca Dolocan, Portfolio Manager, Card & Fraud Services, IATA*

## THE END

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