

3rd IATA Global Fraud Prevention Event

23-24 September 2019
Miami, USA



DAY 1

23 SEPTEMBER 2019

09.00 – 09.20 **Opening Remarks**

Aleks Popovich, Senior Vice President, Financial & Distribution Services, **IATA**

09.20 – 09.30 **Event Kick-off**

Jean Charles Odele-Gruau, Director Industry Payment Services, Financial & Distribution Services, **IATA**

09.30 – 10.10 **Fraud Insights and Trends in the Travel Industry**

Erich Snyder, Director, Dispute Resolution Management, **MasterCard**

Fraudsters always move to the weakest link. There has been a large shift of data compromise to the e-commerce channel. Everybody needs to be on their toes. In this session, we will discuss the current trends, security issues and much more.

10.10 – 10.45 **Call Center, a foe or a friend?**

Christelle Brenin, Payment Fraud Manager, **Lufthansa Group**
Eric Facquet, Fraud Prevention Deputy Director, **Air France**

Is your Call Center a problem or a strength? In this session you will hear some hits and tips on how to turn the situation to your advantage.

10.45 – 11.30 **NETWORKING BREAK**

11.30 – 12.00 **Impact of False Positives and Strategies to Reduce Them**

Daniel Lee, Vice President, Risk Operations, **Vesta**

Do you know how many good purchasers you are denying in an effort to avoid fraud? Let's discuss about why false positives happen, what is the numbers' game behind how decisions are made, and some best practices to build a competitive advantage.

12.00 – 12.30 **Dynamic Fraud Prevention for Dynamic Fraudsters**

Stuart Barwood, Director of Strategic Partnerships, **Forter**

Are you as dynamic as they are? Do you know what you don't know and can you afford it? Let's analyze together some of the scariest and yet specific cases we've encountered in the travel industry and talk about the routes of sorrow and dynamic getaway opportunities.

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12.30 – 14.00 LUNCH BREAK

14.00 – 14.30 Transitioning Rules to Machine Learning

Rodrigo Camacho, Chief Commercial Officer, **Nethone**

Everybody talks about Machine Learning but most still use Rules to conduct payment fraud prevention. Let's talk about transitioning from Rules to ML without taking on risk. Easier said than done? We're ready to discuss.

14.30 – 14.50 Fraud at Airports

Judy Morris, Senior Product Specialist, **SITA**

Airlines and airports have growing concerns about fraud and how to minimize their risks by improving security practices. Join this session for a review of trends that contribute to fraud at the airport and learn how regulations and practices are changing to minimize fraud risks, exposure to liability and improving the passenger experience.

14.50 – 15.30 Attaining Global Travel Success: Framework for Global Payments

Fernando Souza, VP Global Travel & Transit Solutions, **CyberSource**

Adnan Beig, Head of Merchant Strategy, **Amadeus**

Let's discuss during this session about reviewing strategies on optimizing sales, maximizing the number of genuine bookings & delivering the best customer experience.

15.30 – 16.15 NETWORKING BREAK

16.15 – 17.00 NDC Implementation: Challenges in Fraud Prevention Area

Moderator:

→ **Dave McEwen**, Director, Industry Architecture, **IATA**

Panelists:

→ **Eric Facquet**, Fraud Prevention Deputy Director, **Air France**

→ **Annette Matthews**, Senior Fraud Investigator, **British Airways**

→ **Christelle Brenin**, Payment Fraud Manager, **Lufthansa Group**

→ **Patrick Coulomb**, VP Sales and Marketing, **Ypsilon.Net AG**

WELCOME RECEPTION
GLOBAL FRAUD PREVENTION EVENT
MAGNOLIA COURTYARD

17.00 – 18.30

[Check here more details](#)

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DAY 2

24 SEPTEMBER 2019

Sessions from 9.00 to 10.45 am are open exclusively to:

- Airlines
- Travel Agents (TAs/ OTAs)
- Law Enforcement Authorities
- IATA fraud prevention Strategic Partners¹

09.00 – 09.30 Welcome Notes

Anca Dolocan, Portfolio Manager, Card and Fraud Services, IATA

Introduction of the IATA fraud prevention Strategic Partners.

09.30 – 10.10 Enhance your Regional network and knowledge

Europe, Americas, AsiaPacific & N.Asia, Africa & Middle East

Strengthen your regional community during separate regional group discussions.

10.10 – 10.45 Time for Regional to go Global

Fraud has no frontiers, we are in this together!

Global discussion and sharing of regional best practices and community learnings.

10.45 – 11.30 NETWORKING BREAK

11.30 – 12.10 Payment Fraud and the New Cybercrime

Michael McGuire, Senior Lecturer, University of Surrey

This session will consider how developments in card and payment fraud are driving the emergence of a new breed of cybercriminal and what this implies for customer security.

12.10 – 12.30 Romance Fraud

Isaac Branch, Detective, New York City Police Department

It is said that getting married can be expensive; how about falling in love? Join this session to discover a world of fraud behind dating and romance.

12.30 – 12.50 Fighting Fraud in LATAM

Dieter Spangenberg, Fraud Manager, Despegar

Daniel Goldstein, Software Development Manager, Despegar

What goes on in LATAM? How do we manage fraud in our region? Let's share some of our best practices and see ways of working better together.

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12.50 – 14.00 LUNCH BREAK

14.00 – 14.30 How to Grow Trusted Payments

Eduardo Pérez, SVP & Regional Risk Officer, Visa LAC

Agustin Urgal, Senior Director of Risk Strategy, Visa LAC

Let's review strategies and initiatives to drive the adoption of secure digital payment technologies and practices.

14.30 – 15.00 Changes in Payment Impacting Fraud Prevention

Christophe Kato, Head, Payment Services, IATA

The payment landscape is constantly evolving and this impacts on how fraud prevention is conducted. This session will detail what those changes are, and how you should adapt your fraud prevention policies to ensure the best protection of your company assets. We will talk about PSD2 and the European SCA mandate, DISH 23 migration, PCI DSS compliance, chargeback and ADM management and much more.

15.00 – 15.30 The Trojan Horse: A Gift from Loyalty Fraudsters

Felix Eckhardt, Managing Director, RISK.IDENT

Device identification could be one of the most powerful and effective defensive techniques that helps to stop loyalty fraud. But on the other hand: How do fraudsters bypass security guidelines? What patterns do they use and how do they operate? In this session we will demonstrate how present-day fraudsters hide their device identity. You will gain deep insides on how to detect fraudsters' Trojan horses and to protect your loyalty program from fraud.

15.30 – 16.15 NETWORKING BREAK

16.15 – 16.45 Fighting policy abuse: guard revenue and protect your brand

Felix Tabary, Business Development Director, Riskified

Airlines and OTAs understand how important rewards programs and other promotions are to fostering customer loyalty. But when shoppers abuse these privileges, it can eat into margins, and hamper your ability to use your marketing budget on the customers you really want to target. Let's share some of the common policy abuse MOs we see in the travel industry, and give best practices for protecting your budget, without scaring off good customers.

16.45 – 17.00 It takes a network, to defeat a network

Anca Dolocan, Portfolio Manager, Card and Fraud Services, IATA

Let's summarize the IATA initiatives that aim to build this powerful fraud prevention network, the only one capable of fighting this common threat.

¹ IATA Strategic Partners exclusively registered in the [IATA Fraud Prevention Strategic Partnership](#) program.