



1st IATA Global Fraud Prevention Event

21-23 November 2017
Lisbon, Portugal

Monday, 20th November 2017

18.30 WELCOMING COCKTAIL

OFFERED BY THE EVENT HOST

@ Myriad hotel lobby



Tuesday, 21st November 2017

- 09.00 – 09.10** **Welcome and Introduction!**
*Jean Charles Odele Gruau, Director, Financial & Distribution Services,
Industry Payment Services, IATA*
- 09.10 – 09.15** **New Horizons, New Challenges**
Elton D'Souza, Vice President, Network & Revenue Management, TAP Air Portugal
- 09.15 – 09.45** **TAP Air Portugal - Past, Present and Future**
João Frias, Head of Fraud Prevention, TAP Air Portugal
- 09.45 – 10.15** **Frontex at airports, European border control - analysis & joint operations**
Nick Garlick, Coordinating Officer of Air Border Sector, Frontex
- 10.15 – 10.30** **Fraud Trends across the Globe**
Patrick Coulomb, VP Sales & Marketing, Ypsilon.Net AG
- 10.30 – 11.15** **Networking Break sponsored by**   *Strategic Partnerships*
- 11.15 – 11.45** **Europol – why GAAD?**
Raymond IJsselstijn, Senior Analyst, Europol
- 11.45 – 12.15** **Interpol's fights against Fraud**
Philip Lui, Criminal Intelligence Officer, Interpol
- 12.15 – 12.45** **AIRCOP activities and cooperation with Airlines**
Thierry Thimon, AIRCOP Project Coordinator for Africa , AIRCOP/ UNODC



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- 12.45 – 13.45** Lunch sponsored by **CyberSource®**
- 13.45 – 14.15** Supporting the Airline Industry – GAAD
Keith Groves, Vice President Franchise Integrity Europe, Mastercard
- 14.15 – 14.45** VISA Business as Usual (BaU)
Piet Lakeman, Senior Policy Lead, Crime Prevention, VISA
- 14.45 – 15.00** FACT. – the GAAD reporting tool
Maarten Allaman, CEO, Perseuss
- 15.00 – 15.15** IATA FraudClear – Multi GDS/ CRS Fraud Prevention system
Patrick Coulomb, VP Sales & Marketing, Ypsilon.Net AG
- 15.15 – 16.00** Networking Break sponsored by   *Strategic Partnerships*
- 16.00 – 16.30** Assessment of Credit Card Fraud since 2014
Gilles Schworer, Criminal Investigation Officer in Credit Card Fraud, French Air Transport Gendarmerie
Alexandre Balaguer, Criminal Investigation Department, International relations, French Air Transport Gendarmerie
- 16.30 – 17.00** Bank Cards & Cross border crime
João Pombo, Inspector Chief, Portuguese Criminal Police “Policia Judiciaria”
- 17.00 – 17.30** Colombian ad-hoc Days of Action
Col. Felix Miranda, Jefe Unidad Investigativa del Centro Cibernético Policial, Colombian National Police



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Wednesday, 22nd November 2017

Sessions until 10.50am are open exclusively to:

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

09.00 – 09.15	Introduction of the IATA fraud prevention Strategic Partners <i>Anca Dolocan, Product Manager, Industry Card Services, IATA</i>
09.15 – 09.50	Regional Fraud Prevention Groups <i>Meet the individual regional participants during separate regional group discussions</i>
09.50 – 10.45	Regional Fraud Prevention Groups global meeting with the Regional Chairs Moderator: → <i>Anca Dolocan, IATA</i> Panelists representing the regions: → LATAM: Omar Piña, Aeromexico → EUROPE: Sofia Moutsou, Aegean Airlines → AFRICA: Joyce Gitumbi, Kenya Airways → US: Jennifer Watkins, ARC → Canada: Nabil Rachad, Air Canada → ASPAC: Peter Gross, Virgin Australia
10.45 – 11:30	Networking Break sponsored by 
11.30 – 12:00	SAS – from Fraud Detection to Fraud Prevention <i>Erland Olsen, Manager, Crime Prevention, SAS Scandinavian Airlines</i>
12.00 – 12.30	Structure, measures & tools: Challenges of a harmonized approach towards Payment Fraud Management at Lufthansa Group Airlines <i>Ulrich Mustar- Manager, Revenue Integrity, Deutsche Lufthansa AG</i>

¹ Learn more about the [IATA Fraud Prevention Strategic Partnerships program](#).



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12.30 – 13.30

Lunch sponsored by **CyberSource**[®]

13.30 – 14.00

Fraud Prevention: Challenges and Best Practices

Moderator:

→ **Christophe Kato**, Head, Industry Card Services, **IATA**

Panelists:

→ **François Moreau**, Global Security Investigations, **American Express France**

→ **Peter Gross**, Credit and Fraud 2.I.C., **Virgin Australia**

→ **Marie Christine Jaspar**, Senior Fraud Analyst, **Air France**

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

14.00 – 14.30

Fraud Management – the good, the bad, the ugly

(including latest results from the Global Airline Fraud survey)

Denise Burkett-Stus, Strategic Market Consultant, **Cybersource**

Fernando Souza, Vice President, **VISA-Cybersource**

14.30 – 15.00

Cybercriminals love Remote Access: A Remote Access Live Hacking Demonstration

John Bartholomew, VP Sales, **SecurityMetrics**

15.00 – 15.45

Networking Break sponsored by **securityMETRICS**[®]

15.45 – 16.00

Legitimate or Fraudster Behavior: how machine learning efficiently prevents airline fraud?

Gabrielle Korbin, Account Executive Travel Specialist, **Riskified**

16.00 – 16.30

Internal Fraud Processes - A Regional Airline Perspective

Gavin Hayes, Supervisor Corporate Security Department, **Porter Airlines**

16.30 – 16.45

Roadmap to a successful fraud prevention strategy

Erik Knoester, Fraud Prevention Manager, **Transavia**

16.45 – 17.30

Your Ticket to Chargeback Success

Patrick Goetz, Sales Director, **Chargebacks911**

Steve Warner, Head of Merchant & ISO Sales, Europe, **Chargebacks911**

Networking Dinner sponsored by



The buses will depart in front of the Myriad hotel at 18.30 sharp
towards a surprise visit tour followed by the dinner.



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Thursday, 23rd November 2017

- 08.30 – 08.40 **Introduction**
Anca Dolocan, Product Manager, Industry Card Services, IATA
- 08.40 – 09.00 **Loyalty Fraud Case Study**
Manuela Roque, Loyalty Fraud Analyst, TAP Air Portugal
- 09.00 – 09.30 **One Way Forward to Minimize Loyalty Fraud**
Erland Olsen, Manager, Crime Prevention, SAS Scandinavian Airlines
- 09.30 – 09.50 **IATA- FFP Fraud Prevention Best Practices & next steps**
Anca Dolocan, Product Manager, Industry Card Services, IATA
- 09.50 – 10.30 **Is your loyalty program safe – are you taking fraud seriously enough?**
Denise Burkett-Stus, Strategic Market Consultant, Cybersource
- 10.30 – 11:00 **Networking Break sponsored by** 
- 11.00 – 11.30 **New Payment Legislation**
→ PSD2,
→ 3DS
→ Data Privacy
Christophe Kato, Head, Industry Card Services, IATA
- 11.30 – 11.45 **Frictionless Checkout without Chargebacks – Airline alternatives to 3DS**
Gabrielle Korbin, Account Executive Travel Specialist, Riskified
- 11.45 – 12:15 **Mastercard Safety & Security**
Keith Groves, Vice President Franchise Integrity Europe, Mastercard
- 12.15 – 13:15 **Lunch sponsored by**   *Strategic Partnerships*
- 13.15 – 13.45 **IATA Financial Gateway (IFG) – how does fraud prevention happen?**
Amine Boulaghmen, Head of IATA Settlement Services, IATA
- 13.45 – 14.15 **Payment in NDC & impact on fraud prevention**
Dave McEwen, Director, Industry Architecture, IATA



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14.15 – 14.45

Networking Break sponsored by

14.45 – 15.30

Fraud prevention & payment

Moderator:

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

Panelists:

- **Shravan Kochhar**, Director, Revenue Protection & Strategic Insights, **eDreams ODIGEO**
- **Sofia Moutsou**, Fraud Prevention Manager, **Aegean Airlines**
- **João Frias**, Head of Fraud Prevention, **TAP Air Portugal**

15.30 – 16.00

IATA Projects and their impact on fraud prevention

- **ADM Taskforce**
- **Transparency in Payments (TIP)**
- **PCIDSS**

Christophe Kato, Head, Industry Card Services, **IATA**

16.00 – 16.15

Wrap-up and Closing Remarks

Anca Dolocan, Product Manager, Industry Card Services, **IATA**