



Mastercard Global Risk Leadership Forum

Scottsdale, AZ **DRAFT**

June 5-8, 2017

Monday, June 5, 2017 - Pre-Conference Sessions

9:00AM - 5:00PM

Pre-Conference Sessions

9:00AM - 5:00PM

Pre-Conference Workshops and Early Conference Registration

9:00AM - 5:00PM

Pre-Conference Workshop: **Be Aware, Be Compliant**

9:00AM - 12:30PM

Pre-Conference Workshop Lunch

12:30PM - 1:30PM

Mastercard Vendor Seminar (*For Mastercard Vendors Only*)

1:30PM - 5:00PM

Pre-Conference Workshop: **Anti-Money Laundering, Counter-Terrorism Financing and Economic Sanctions: A Practical Understanding of Regulatory Obligations**

1:30PM - 5:00PM

Pre-Conference Workshop: **Payment Facilitator Insights**

1:30PM - 5:00PM

Welcome Reception

6:30PM - 8:30PM

Venue: Palm Grove

Tuesday, June 6, 2017- Risk Leadership Conference

9:00AM - 5:15PM

Welcome Coffee, Registration and Vendor Showcase

7:30AM - 9:00AM

Venue: Arizona Ballroom Foyer

General Session

9:00AM - 5:15PM

Venue: Arizona Ballroom

Welcome Address

9:00AM - 9:15AM

Raj Seshadri, President, U.S. Issuers, Mastercard

Keynote Joby Ogwyn: Make it Happen - What it Takes to Get to the Top

9:15AM - 10:00AM

Joby Ogwyn, Adventurer

Joby Ogwyn is the only man to ever climb Mt. Everest in one day, a record that seemed impossible until he broke it. With this talk, Joby pulls back the curtain on what it takes to make his wildest dreams and ambitious goals come to life, plus how he finds the drive to see them through. Reviewing every aspect of the process from idea conception to flawless execution, Joby shares "the business of being in a wing-suit pilot." He explains how he turned death-defying jumps and mountain climbing expeditions into his life's work, and shares his secrets for finding inspiration as well as building team consensus with sponsors and the TV networks that document his incredible feats. With his signature awe-inspiring visuals and stories that have the most seasoned audiences on pins and needles, Joby talks about fighting through failure and mitigating risk, and motivates audiences facing seemingly insurmountable odds to succeed.

Power Talk: Payment Security in 2017 and Beyond

10:00AM - 10:30AM

Chris Reid, Executive Vice President, Services, Mastercard

The fraud landscape is constantly shifting as fraudsters try to evade new detection technologies. Join this session to learn about current trends that are impacting the payments ecosystem and why placing an emphasis on security is of utmost importance to keep payments secure now and in the future.

Networking Break & Vendor Showcase

10:30AM - 11:00AM

Power Talk: Constructive Collaboration: Effectively Sharing Data

11:00AM - 11:40AM

Johan Gerber, Executive Vice President, Security and Decision Products, Mastercard



Mastercard Global Risk Leadership Forum

Scottsdale, AZ **DRAFT**

June 5-8, 2017

Keynote Peter W. Singer: Cybersecurity and Cyberwar - What Everyone Needs to Know

11:40AM - 12:30PM

Peter W. Singer, Strategist and Senior Fellow, The New America Foundation

There is no issue more important and yet less understood today than Cybersecurity. Our entire way of life, from communication to commerce to conflict, fundamentally depends on the Internet. The cybersecurity issues that result literally challenge everyone: politicians who wrestle with issues from cybercrime to online freedom; military generals protecting the nation from new forms of attack, while planning cyberwars; business executives defending firms from once unimaginable threats, lawyers and ethicists building new framework for right and wrong. Most of all, cybersecurity challenges us as individuals, parents, and citizens. The author of a book described by the chairman of Google as "an essential read" and by the head of NATO as "the most approachable and readable book ever written on the cyber world," Singer takes the audience through the key issues and questions that we all need to better understand: What is happening? What does it mean? And, most importantly, what can we do?

Lunch

12:30PM - 1:30PM

Finally Some Good News: M/Chip Digital and the IoT

1:30PM - 2:15PM

Dave Meadon, Senior Vice President, EMV and Digital Devices, Mastercard

Tim Stuart, Vice President, EMV and Digital Devices, Mastercard

A new frontier is opening up. All the hard work to upgrade back end infrastructure will now pay off. Join our digital experts for this session to learn what is next post EMV and the new opportunities that will arise and allow upgraded infrastructure to be used for secure payments across devices.

Power Talk: Where Are The Fraud Trends Heading

2:15PM - 2:45PM

Claire Le Gal, Senior Vice President, Fraud Intelligence and Strategy, Mastercard

Join this session to learn more about transaction fraud and new fraud trends Mastercard has identified.

Fraud Insights: A Q&A Session with Regional Fraud Leaders

2:45PM - 3:30PM

Kristen Palmer, Manager, Fraud Prevention & Strategy, Canadian Tire Financial Services

Kurt Schaeffer, SVP, Worldwide Credit & Risk, Global Payments Inc.

Moderator: Eileen Simon, Chief Franchise Integrity Officer, Mastercard

New ways to pay, new players entering the ecosystem, more channels to secure. Join this session to hear from regional fraud leaders about current fraud challenges and the latest trends in their respective markets.

Networking Break & Vendor Showcase

3:30PM - 4:00PM

Power Talk: Securing a Connected Life

4:00PM - 4:30PM

Al Pascual, Head of Fraud & Security, Javelin Research Strategy

Digital connectivity, in the form of services such as social media and e-commerce, have ushered in a new era of convenience for consumers. Social media allows for friends and family members to communicate frequently and with ease, no matter the physical distance between them. E-commerce has incited a revolution in how products are sold and delivered, leading to the development of new products and the radical transformation of others. With these changes in how consumers connect and shop comes interest from fraudsters who are evolving their tactics alongside the behaviors of consumers. During this session, Javelin will explore how consumers' digital habits are shaping the very nature of fraud, along with the opportunities that exist for consumers to be better protected from

Identity Crimes: Who Are You?

4:30PM - 5:15PM

John Brady, Vice President, Customer Fraud Management, Mastercard

Richard Cooney, Senior Vice President Fraud Risk, Synchrony Financial

Christopher Danese, Business Consultant, Experian Decision Analytics

As the payment system continues its evolution through the digital age, cardholder authentication at the application stage is a critical aspect of managing present and future risk. Personally Identifiable Information (PII) data breaches are increasing in scope and size and fraudsters are not only impersonating true cardholders, but frequently creating synthetic identities, compounding the risk. Thought leaders from our customer banks, industry partners and Mastercard will offer perspectives regarding this growing concern. The panel will focus on the industry's approach to identity crimes and mitigation strategies to address this critical risk to the payments system.

End Day One

5:15PM

Cocktails and Gala Dinner

6:30PM - 9:30PM

Venue: Terrace Court



Mastercard Global Risk Leadership Forum

Scottsdale, AZ **DRAFT**

June 5-8, 2017

Wednesday, June 7, 2017 - Risk Leadership Conference

9:00AM - 5:00PM

Coffee and Vendor Showcase

7:30AM - 9:00AM

Venue: Arizona Ballroom Foyer

A Look Into The Mindset of a Cybercriminal

9:00AM - 9:45AM

Andrei Barysevich, Director of Advanced Collection, Recorded Future

Elias Ladopoulos, Hacker in Residence, Recorded Future

The common misperception of cybercriminals as "larger than life," incredibly clever, well-off, and unreachable to law enforcement has created a romanticized modern conception of cybercrime, luring a steady supply of ambitious recruits into various restricted and illicit online communities. Join this session to learn about a day in the life of a typical cybercriminal, some of the prominent fraud and black-market marketplaces, various platforms and tools available to criminals, and methodologies applied to perpetrate the crime.

Global Regulatory Insights

9:40AM - 10:20AM

Ravi Aurora, Executive Director, Community Relations, Mastercard

Tom Gannon, Vice President, Public Policy, Mastercard

Moderator: Chris Harrall, Vice President, Public Policy, Mastercard

Global perspectives and the latest regional updates from Mastercard on the impacts of new policy and the essential regulatory drivers for change.

Networking Break & Vendor Showcase

10:20AM - 10:50AM

Track 1

10:50AM - 12:45PM

Venue: Arizona Ballroom

Optimizing Operational Performance

10:50AM - 11:30AM

Adam Brown, Director, Customer Fraud Management, Mastercard

Edward Hanna, Director, Risk Analytics, Card Services, Fiserv

Les Powell, Director, Risk Operations, Fiserv

Moderator: David English, Director, Customer Fraud Management, Mastercard

To maximize operational profitability and efficiency, it is important for issuers to focus on the effectiveness of existing fraud control and risk reduction measures and to pursue industry best practices, where appropriate. This session will highlight the Mastercard Customer Fraud Management team approach to evaluating fraud strategies and risk controls.

Enhancing the Customer Experience Through Strong Authentication

11:30AM - 12:05PM

Iain Young, Principal, Global Products and Services, Mastercard

Authentication of card applications has historically relied on easily compromised methodologies and active participation from the customer; new technology is enabling a passive approach, reducing false positives and enhancing customer experience. Listen to Mastercard Advisors' evaluation of some of these authentication technologies.

Authentication Roadmap: How It All Works Together

12:05PM - 12:45PM

Ben Colvin, Senior Vice President, Security Solutions and Processing, Mastercard

The payments industry will change more over the next five years than it did in the last fifty. A wave of innovation is occurring that is changing the way consumers pay and the way they confirm their identity while they pay. New approaches to authentication such as risk-based methods and biometric offers an improved customer experience while increasing security; a balance that is often difficult to achieve. Attendees will hear from Mastercard regarding the latest developments in the authentication space and the positive impact that these solutions can have on your business.



Mastercard Global Risk Leadership Forum

Scottsdale, AZ **DRAFT**

June 5-8, 2017

Track II

10:50AM - 12:45PM

Venue: Vaquero Ballroom

Why We Do What We Do

10:50AM - 11:30AM

Jason Burt, Counsel, Latham & Watkins

Marjorie Clifton, Executive Director, Center for Safe Internet Pharmacies

Lara Miller, Counsel & Director of Strategic Planning, International AntiCounterfeiting Coalition

Moderator: Jonathan Trivelas, Director, Customer Compliance & Fraud, Mastercard

Join this session to hear from Mastercard and compliance industry leaders on why managing compliance is an integral part of an organization's strategy and key to keeping the payments ecosystem safe.

Catch Me If You Can: The Evolution of Transaction Laundering

11:30AM - 12:05PM

Christian Chmiel, CEO, Webshield

Transaction laundering- the process of injecting payments of illegal or illegal or brand-damaging origins into a legitimate seeming transaction – has been with the payments industry for years. Nonetheless, with the increasing sophistication of fraudsters and the growing awareness by the major credit card associations, it has recently become a hot-button topic for acquiring banks and payment facilitators. This presentation helps shed light on the complex phenomenon of transaction laundering by laying out its various forms, how the perpetrators can be identified and what lessons have been learned from past cases.

Don't Be the Next Headline

12:05PM - 12:45PM

Erick Lawing, Vice President, Account Data Compromise, Mastercard

Rebecca Ledingham, Director, Security Monitoring & Response, Mastercard

It's all over the news: another major retailer has been hacked and millions of cards have been compromised. But what causes a compromise? Hear from industry experts on what you can do to ensure all stakeholders involved are protected from an account data compromise event.

Lunch

12:45PM - 1:45PM

Power Talk: Global Payment and Fraud Survey Findings

1:45PM - 2:20PM

Danielle Nagao, CEO, Merchant Risk Council

Join this session to learn more from the MRC on the latest fraud trends and challenges from merchants who were surveyed across the globe about their eCommerce fraud experience and mitigation practices. The survey results provide the latest industry fraud data, fraud management methods used by their peers, and a robust set of performance benchmarks that members can use to help optimize their business.

Merchant Roundtable Discussion

2:20PM - 3:00PM

Stu Dwyer, Group Manager, Risk Integration, Microsoft

Garrett Goff, Director - Global Payments, Fraud, Analytics, Netflix

Michelle Hafner, Senior Vice President, Security & Decision Products, Mastercard

Join Mastercard and industry experts to learn more about the Automatic Billing Updater (ABU) which offers a secure mechanism for issuers and acquirers to exchange and update cardholder account information using an innovative solution for merchants to significantly reduce the number of declines resulting from authorization requests due to reissuance or expiry dates.

Power Talk: Successfully Identify and Manage Fraud Before It Happens

3:00PM - 3:20PM

Claire Le Gal, Senior Vice President, Fraud Intelligence and Strategy, Mastercard

The Early Detection System (EDS) is Mastercard's new tool to notify issuers of accounts that are determined to be at-risk and the level of risk associated with such accounts, as derived by Mastercard. Through this session, you'll learn about the service that will become available to issuers in 2017 and how this service helps issuers minimize fraud associated to accounts put at-risk when stolen at-rest or while transmitted during payment transactions.

Networking Break & Vendor Showcase

3:20PM - 3:45PM



Mastercard Global Risk Leadership Forum

Scottsdale, AZ **DRAFT**

June 5-8, 2017

Terminal Security and Compromises

3:45PM - 4:30PM

Andrew Bontoft, Director, Foregenix

Adam Sommer, Vice President, Industry Standards, Mastercard

Moderator: Bruce Rutherford, Senior Vice President, Security Standards and Solutions, Mastercard

Learn more about key terminal fraud & compromise trends along with what is expected of all parties within the payment system ecosystem to properly secure terminals.

Insights from the DigiSec Lab- Recent Attacks and Techniques in Terminal Security Analysis and Why EMV Cryptogram Verification Is So Important

4:30PM - 5:00PM

Alan Mushing, Vice President, DigiSec Lab, Mastercard

This session will discuss some of the recent attacks on ATMs using shimming devices and why it is important for issuers to verify cryptograms. The DigiSec team will also explain new laboratory techniques for analyzing terminal security, including the use of 3D X-ray Computed Tomography (CT) scanning.

Raffle and End of Conference

5:00PM

Thursday, June 8, 2017 - Post-Conference Workshops

9:00AM - 5:00PM

Coffee and Post-Conference Workshop Registration

7:30AM - 9:30AM

Venue: Arizona Ballroom Foyer

Post Conference Sessions

9:00AM - 5:00 PM

Post-Conference Workshop: **Fraud Strategy & Execution in the Digital Marketplace**

9:00AM - 12:30PM

Post-Conference Workshop: **The Future of Chargeback Processing**

9:00AM - 12:30PM

Post Conference Lunch

12:30PM - 1:30PM