

# Mastercard Europe Risk Leadership Conference



Dubrovnik, Croatia

September 30 - October 3, 2019

## Workshop Agenda

### Monday September 30, 2019 - Pre-Conference Sessions

9:00AM - 5:00PM

#### **Pre-Conference Workshop Breakfast**

8:00AM - 9:00AM

#### **Workshop and Conference Registration**

8:00AM - 5:00PM

#### **Pre-Conference Workshop: The Future of Authentication**

9:00AM - 5:00PM

*With the rise in digital commerce, consumers now have more ways to pay than ever before. Whether that is on an internet browser, mobile app or at a traditional POS terminal, it is more evident than ever that there is a need for increased security throughout the payments industry. Join this full day workshop to hear from Mastercard experts on the new ways to create authentication solutions that protect transactions as well as providing a positive consumer experience. We will discuss Mastercard's Identity Check program and offer insights into how parties can leverage the EMV 3DS flows to optimize the authentication experience. Additionally, we will explore how biometrics - both behavioral and passive - are being utilized. Mastercard will share perspective around how establishing one's digital identity will be a critical part to the authentication process and what Mastercard is doing to ensure yours will be protected.*

#### **Pre-Conference Workshop: Mastercard Fraud Simulator \*Laptop Required\***

9:00AM - 3:00PM

*Ever wondered how your decision can impact fraud losses and business profitability? Have you considered which fraud solution is the best solution for you? Are you regularly asked how best to support business colleagues to grow the customer portfolio? We can help! In a few hours you can safely experience how decisions and investments, you make, can contribute to the success of your business. Using our latest Fraud Simulator, Mastercard experts will help to immerse you in a five year journey of building a fraud strategy, reacting to trends and making key decisions that either drive performance downwards towards fraud loss and unnecessary expense or towards incremental revenue and collective success. Working in teams, learn from Mastercard experts as well as everyone's collective experiences and make decisions each quarter to prevent future problems and tackle current fraud problems that impact your basis points and return on investment. Leverage the skills in your team and also those of your competitors as you learn how well your team is performing compared to others.*

#### **Pre-Conference Workshop Lunch**

12:30PM - 1:30PM

### Thursday October 3, 2019 - Post-Conference Session

9:00AM - 5:00PM

#### **Post-Conference Workshop Breakfast**

8:00AM - 9:00AM

#### **Workshop Registration**

8:00AM - 9:00AM

#### **Post-Conference Workshop: Cybercrime and Payments Security**

9:00AM - 5:00PM

*Join this interactive workshop to learn all you need to know about cybercrime and payments security. From the history and genesis to learning about the monetization of cybercrime, the dark web, bitcoin and effectively managing insider threats. Organizations will benefit from best practices in how to effectively manage cybercrime and get a firm understanding of what 'good' looks like. PCI experts will speak about the future of payments security including new security standards for mobile, 3DS2, software (replacing PA-DSS), and plans for the upcoming PCI DSS v4.*

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## **European Chargeback Forum - Rule Changes, MasterCom Claims Manager and Merchant Collaboration**

**9:00AM - 3:00PM**

*Key industry drivers are warranting continued investment and innovation in dispute resolution management. Mastercard experts will discuss recent and upcoming chargeback rule and procedural changes - with a focus on reducing unnecessary chargebacks, shortening resolution time, reducing costs and improving the dispute experience for all stakeholders. Products owners will explain the migration roadmap and future phases of MasterCom Claims Manager. We will also discuss how merchant collaboration will soon bring real-time data insights to support their just-in-time shipping decisions, process refunds and respond to consumer inquiries before a chargeback is raised. Be sure not to miss this open forum with time for questions, particularly as many rule changes concerning dispute liability have already or will soon be taking effect.*

## **Post-Conference Workshop Lunch**

**12:30PM - 1:30PM**