

Europe Chargeback Forum Agenda

Dubrovnik, Croatia

October 3, 2019

DRAFT AGENDA



Wednesday, October 2nd - Chargeback Forum Reception

1800	2000	Networking Cocktail Reception	Asya Vitanova & Marie Russo
------	------	-------------------------------	-----------------------------

Thursday, October 3rd – Chargeback Forum

		Welcome	
930	1110	Chargeback & Arbitration Trends	Michael Oliva
		Recent & Upcoming Chargeback Rule Changes	
1110	1130	Coffee & Networking Break	
1130	1200	Mastercom (Claims Manager, Collaboration / Direct-to-Ethoca, Product Roadmap)	Brad Dillahunty, Carolyn Sweeney, Marjorie Mellaerts
1200	1230	Ethoca Merchant Collaboration	Stefan Bishop
1230	1330	Lunch	
1330	1400	Mastercard Rules & Standards Update	Crystal Johnson
1400	1445	Global & European Fraud Trends	Nick Sutton
1445	1500	Coffee & Networking Break	
1500	1545	Impact of SCA on Transaction Liability & Authentication Guidelines	Marc Van Puyvelde
1545	1630	Preview: Open Banking Disputes	David Head
1630	1645	Q&A / Wrap-Up	Michael Oliva