

FRAUD risk management

Combating the rise in internal & external threats

18th - 19th May 2010, Rydges World Square, Sydney

HEAR EXPERT ANALYSIS FROM:



Brett Small
Head of Fraud Risk
National Australia Bank



Caroline Pearce
Head of Fraud Risk &
Compliance
Australian Payments
Clearing Association
(APCA)



Russell Mills
National Fraud &
Investigations Manager
QBE Australia



Keith Joyce
Benefits Risk Manager
Medibank Private

CROSS-INDUSTRY CASE STUDIES:

- ✓ Internal fraud & external threats
- ✓ Identity management & verification
- ✓ Effectiveness, scope & ROI of investigations
- ✓ Overcoming card fraud
- ✓ Human factors & consequence management
- ✓ Developing strong data analytics development & capability

WORKSHOPS

PRE-CONFERENCE WORKSHOPS

- A Proactive forecasting & measuring potential losses
- B Internal fraud identification & investigation best practice
- C Implementing & self-auditing robust fraud risk management frameworks

POST-CONFERENCE WORKSHOPS

- D Online fraud detection & mitigation
- E Information security fraud risk & metrics

Researched by:



DEEP INSIGHT FROM:

Richard Moore
Commonwealth Bank

Benjamin McQuillan
Australian Federal Police

Brad Scoble
SingTel Optus

Tim Kitching
MLC and NAB Wealth

Paul Curwell
Tower Australia

Dr Dale Andrea
VicRoads

Glenn Hovey
Macquarie Telecom

Grant Lowen
the RMA, & Commonwealth Bank

Dr Carl Gibson
La Trobe University

Dr Hugh McDermott
Barrister-at-Law, Certified Anti-Money
Laundering Specialist & Certified Fraud
Examiner

Stephen McCombie
Centre for Policing, Intelligence & Counter
Terrorism, Macquarie University

Joseph Vukasovic
MasterCard Worldwide

Marcel van Rooyen
Westpac

Abhijit Guha
Woolworths

Scott Casey
Greater Building Society

Leanne Vale
Abacus - Australian Mutuals

Adam Plummer
Zurich Australia

Tom Mcleod
PaperLinX

Robert Whitton
William Buck

David Moss
Australian Telecommunications
Fraud Risk Association (ATFRA)

Strategies for mitigation, investigation, response and recovery

As the financial impact of fraud grows, so does complexity and sophistication for methods of deception.

In the current economic environment incentives to perpetrate fraud are heightened, and the opportunities to carry out fraud are widening. The increased incidence of fraud - both internal and external - is requiring renewed focus, and increased cross-industry sharing of intelligence.

The fraud risk professional needs to assess, screen and evaluate risks, implement holistic fraud detection & prevention methodologies, and develop response strategies.... to minimise financial and organisational reputational risk.

Through attendance at the **Fraud Risk Management** conference, discover how leading organisations in banking and finance, Government, sales and distribution, telecommunications, retail and insurance, are managing strategies for mitigation, investigation, response and recovery.

Attend and strategise for:

- Increasing **identity fraud detection** & improving ID validation
- Implementing new **card fraud** security measures
- Identifying & monitoring **supplier fraud**, payments fraud, & **collusion**
- Developing capabilities for **external threat analysis & response**
- Using **advanced data analytics** for predictive & proactive fraud prevention
- Achieving an **integrated approach to fraud, compliance & risk management**
- Adopting proactive & smart **investigative techniques** to minimise losses
- Adapting to changing & emerging **online fraud risks**

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Endorsed by:



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Who should attend:

Fraud Risk Management 2010 is designed to assist:

- Fraud Control Managers
- Chief Risk Officers
- Internal Audit & Risk Assurance
- Risk & Compliance Managers
- Revenue Assurance Managers
- Intelligence Officers
- Operational Risk Managers
- Enterprise Risk Managers

For the following sectors:

- Financial Services
 - Retail & Wealth Management
 - Insurance companies
- Telecommunications
- Utilities
- Government
- Online Retail

Book early for the best rates & take advantage of group discounts

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Day One

Tuesday 18th May, 2010

8:15 Registration & welcome coffee

8:50 Welcome from the Chair:

Grant Lowen, Chairman, Risk Management Association of Australia & Chief Risk Officer, Regional Banking, Commonwealth Bank

IDENTITY MANAGEMENT & VALIDATION

9:00 **Verification of proof of identity documents & the Commonwealth law enforcement response to identity crime**

KEYNOTE

- Partnerships between law enforcement, government agencies and the financial sector
- Enhancing national inter-operability of biometric identity security measures

Benjamin McQuillan, National Coordinator - Identity Security Strike Team, Serious & Organised Crime, Australian Federal Police

9:40 **Identity fraud & identity management**

- Increasing identity fraud detection in your organisation through processes and technology
- Draw links between identity fraud and other crimes
- Implementing customer/consumer education and awareness initiatives
- Adding layers of security to documents and tools you issue

Dr Dale Andrea, Manager, Manager Licensing & Identity Strategy, Road Safety & Network Access, VicRoads

10:20 **Improving point of sale ID validation & subscription fraud**

- Improving ID validation processes for timely and better decision making
- Reducing reliance on automated systems
- Overcoming key subscription fraud issues
- Review experiences across population sub-sets

Brad Scoble, External Fraud Risk Manager, SingTel Optus

11:00 Morning tea

CARD FRAUD & AUTHENTICATION

11:40 **Credit card fraud risk prevention**

- Understand new security systems to reduce fraud through:
 - Automated fraud decisioning
 - Automated call systems for suspect transactions
 - Customer communication strategies
- Review anti-skimming and anti-counterfeit protections
- Assess the impact EMV will have on fraud
- Overcoming 'card-not-present' issues

Brett Small, Head of Fraud Risk, National Australia Bank

12:20 **Card-not-present transactions**

- Improving authentications for CNP transactions
- Recognising and screening suspect transactions
- Educating customers and merchants
- Discuss new global and local trends in CNP threats

Moderator: Caroline Pearce, Head of Fraud, Risk and Compliance, Australian Payments Clearing Association (APCA)
Panellists: Joseph Vukasovic, Vice President, Payment System Integrity, APMEA; Australasia, MasterCard Worldwide
Marcel van Rooyen, Manager - Credit Card Fraud Analytics, Financial Crime Management, Westpac
Abhijit Guha, Senior Manager, Payments & ATM's, Woolworths

PANEL SESSION

1:00 Lunch

INTELLIGENCE SHARING

2:00 **Challenging and probing perceptions of the fraud profession**

- Probing perceptions of the fraud profession
- Improving interconnectedness between fraud related functions
- Assessing what the above means for those committing fraud

Tom Mcleod, Group Manager, Audit & Compliance, PaperLinx

EXTERNAL THREATS

2:40 **Combating false claims & supplier fraud**

- Identifying and monitoring false or irregular claim activity by providers
- Ensuring effective data mining capabilities
- Measuring effectiveness and ROI of investigative processes and pre-emptive actions
- Combating electronic claims; collusion
- Educating and creating fraud risk awareness amongst staff and members

Keith Joyce, Benefits Risk Manager, Medibank Private

3:20 Afternoon tea

3:40 **Addressing external fraud in the superannuation & life insurance industry**

- Proof of identity and identity crime: Challenges for business
- Fraud risks in self managed super funds and super redemption
- Industry / regulator engagement and cooperation: Lessons to learn from banking
- Developing a capability maturity model for external fraud in life and super
- Coping with emerging risks
- Tying it all together: Implications for ERM frameworks

Paul Curwell, Manager - Risk Management, Tower Australia

IMPROVING BUSINESS OUTCOMES

4:20 **Revenue Assurance & fraud**

- Integrating and linking fraud with revenue assurance controls
- Ensuring fraud detection focuses on protecting customers
- Minimising leakage for subscription based and corporate customer focused services
- Learning from shared risks in a virtual operator environments

Glenn Hovey, Manager, Revenue Assurance, Macquarie Telecom

5:05 Day one closing remarks from the Chair

Register before
5 March and SAVE up to \$450
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Day Two

Wednesday 19th May, 2010

9:00 Welcome from the Chair

Robert Whitton, Director, William Buck, & Member Association of Fraud Examiners (ACFE)

INTERNATIONAL & EMERGING E-THREATS

9:10 Eastern European cybercrime & the e-fraudster

KEYNOTE

- Review the evolution of Eastern European organised crime
- Following the money, and the profile of the internet money mule
- Gain an archival analysis of phishing attacks
- Review recent case studies
- Responding to the pace of online crime and the e-fraudster

Stephen McCombie, Lecturer, Centre for Policing, Intelligence and Counter Terrorism
Macquarie University

INTELLIGENCE GATHERING & INVESTIGATION

9:55 Data analytics development & capability

- Developing strong data analytics capabilities for a consolidated product suite
- Ensuring due diligence in infrastructure, data and systems
- Building a team of strong statisticians
- Using analytics effectively for predictive and proactive fraud prevention
- Understand new security systems implemented to combat card and merchant risks

Richard Moore, Head of Financial Crime Management
Commonwealth Bank

10:40 Morning tea

11:00 Adopting leading edge investigative techniques

- Maximising investigative outcomes through social media
- Adopting lateral thinking and pragmatic approaches to investigations
- Scoping investigations effectively
- Adopting strong interview techniques
- Investigating and overcoming more evolved and sophisticated methods of deception

Russell Mills, National Fraud & Investigations Manager - Legal & Compliance - Australian Operations
QBE Australia

OPPORTUNISM & THE HUMAN FACTOR

11:45 Holistic people & process approach to fraud risk

- Engendering long term behaviours in staff and third party networks toward fraud
- Ensuring an active, pragmatic and balanced approach to consequence management
- Achieving outcomes through an integrated approach to fraud, compliance and risk management - removing the silos

Tim Kitching, Head of Risk and Compliance Advice - Marketing and Insurance Risk Management
MLC and NAB Wealth

12:30 Facilitating intelligence sharing schemes within your industry, & cross-industry

David Moss, Vice President
Australian Telecommunications Fraud Risk Association (ATFRA)

12:45 Lunch

1:45 Opportunistic fraud

PANEL SESSION

- Identifying opportunistic fraud risk drivers - financial, social, generational
- Review types of opportunistic fraud activity being experienced by Panellists
- Managing outcomes for opportunistic fraud

Moderator: Scott Casey, Strategic Fraud Analyst
Greater Building Society

Panelists: Tim Kitching, Head of Risk and Compliance Advice - Marketing and Insurance Risk Management
MLC and NAB Wealth

Leanne Vale, Senior Manager, Financial Crimes
Abacus - Australian Mutuals

Adam Plummer, Fraud Manager
Zurich Australia

CORPORATE FRAUD RISK CONTROLS & COMPLIANCE

2:40 Afternoon tea

3:00 Risk management standards in practice

- Developing practical, proactive and holistic fraud control and risk plans which comply with the new standards - AS8001-2008 - ISO 31000:2009
- Review plans for development of new international standards
- Linking operational risk registers to key organisational strategies
- Adapting to changing fraud risks and consequences

Dr Carl Gibson, Director - Risk Management
La Trobe University

& Author of the Fraud Risk Standards

3:45 Corporate governance & fraud governance

- Recognising serious corporate compliance breaches
- Aligning risk with governance, controls, assurance, and the Corporations Act
- Recognising and responding to liability risks for directors and corporations
- Promoting good governance and self regulation in your risk policies
- Gain insight in to recent case law involving corporate money laundering, tax avoidance and market manipulations

Dr Hugh McDermott, Barrister-at-Law
Certified Anti-Money Laundering Specialist (CAMS), & Certified Fraud Examiner (CFE)

4:30 Close of day two

The earlier you book the more \$\$\$ you save!

Workshops

Monday 17th May, 2010

Thursday 20th May, 2010

Proactive forecasting & measuring potential losses

Pre-Conference Workshop A

Monday 17th May, 2010

8.30am - 10.45am

- Introducing preventative strategies at the business case level (eg: new products / services)
- Working across the business to proactively recognise trends & potential fraud risk issues
- Challenging business plan assumptions and conducting a fraud risk gap analysis
- Achieving organisational buy-in

Led by

Guy Underwood, CEO, RISQ Group

Guy Underwood is Chief Executive Officer of the RISQ Group, one of the largest fraud risk management consultancies in Asia Pacific. With over 20 years experience in dealing with fraud and corruption in both the private and public sectors, Guy is also a Certified Practising Risk Manager and a Certified Fraud Examiner.

Internal fraud identification and investigation best practice

Pre-Conference Workshop B

Monday 17th May, 2010

11:15am - 1:30pm

- Identifying key irregularities indicative of internal fraud
- Using advanced data analytics to review demographics of your workforce, and propensity for fraud
- Keeping on top of supply chain and procurement related risks
- Adopting strong rediscovery and document analysis processes and methodologies

Led by

Lakshman Gunaratnam, Account Director - Forensic, **Deloitte Touche Tohmatsu**

Lakshman has 12 years experience in delivering business consulting, internal audit and risk management solutions in Australia. He was also recently the Lead Manager for a Thailand based investigation re allegations of a multi-national corporation paying millions of dollars in bribery payments to secure business contracts. The investigation was directed by the U.S Department of Justice and conducted in accordance with the Foreign Corrupt Practices Act (FCPA).

Implementing & self-auditing robust fraud risk management frameworks

Pre-Conference Workshop C

Monday 17th May, 2010

2:30pm - 4:45pm

- Prevention mechanisms: key preventative considerations and tools
- Detection: through analytics, electronic discovery, and whistle-blowing
- Response mechanisms: which allow for a wide range of investigative strategies
- Achieving compliance with fraud standard AS8001-2008

Led by

Gary Gill, Head of Forensics, **KPMG**

Gary Gill is the national leader of KPMG Forensic, and is experienced in the prevention, detection and investigation of financial crime. Gary's experience in the forensic practice spans more than thirteen years, including investigations into major financial statement frauds involving collusion among senior management, investigation of fraud and corruption in Australia, Canada, Asia and Eastern Europe, and a variety of financial crime risk management and anti-money laundering advisory engagements.

Online fraud detection & mitigation

Post-Conference Workshop D

Thursday 20th May, 2010

9:00am - 12:00pm

- Improving online transactional and authentication fraud management
- Identifying and combating dynamic and emerging online fraud threats
- Reducing risk profile, whilst increasing profile on risk management as a business function

Led by:

Geoff Noble, Banking and Finance Specialist, **RSA**

Greg Singh, Principle Consultant, **RSA**

Geoff Noble brings local expertise in topics related to online business and Internet security, focusing predominantly in the financial & banking sector. His experience includes engaging with European and US banks who have implemented such solutions.

Greg Singh has 20 years experience in IT&T Industries in the Vendor, Integrator, Telco and End-User spaces. Greg is a Security Specialist and a recognised industry expert in PKI and Identity. Before joining RSA, Greg was a Senior Communications Consultant & Security Subject Matter Expert with Telecom NZ Zealand with a particular focus on technical design of Telco and Integrated solutions for Secure Data, Voice and Convergent Networks. RSA is the Security Division of EMC.

Information security fraud risk and metrics

Post-Conference Workshop E

Thursday 20th May, 2010

1:00pm - 4:00pm

- Information lifecycle management: best ways to protect integrity and confidentiality
- Quantifying the relationship between information security and fraud
- Minimising information security related fraud through robust integrated risk management policies and strategies
- Overcoming challenges to detecting & preventing fraud - human and technical

Led by

Nick Ellsmore, Chief Technical Officer, **stratsec**

Nick is one of Australia's leading experts in the IT security governance environment and IT security strategy, and was involved in the Standards Australia committee developing AS 8015 - the Australian standard for ICT Governance. He was an Australian delegate to the APEC TEL Security & Prosperity Steering Group at meetings in Hong Kong, Singapore, South Korea, Canada, the Philippines, Japan and Chile - providing expert advice to the member economies through presentations to the forum. With strong relationships with key Australian and international security stakeholders, Nick provides industry and market intelligence to a wide range of senior executives. He founded SIFT Information Security Services, which became a part of stratsec in May, 2009.

Early booking discounts apply - the earlier you book the more \$\$\$ you save

