

Fraud Management Course

Detecting and Managing Fraud through Policy, Compliance & Operational Risk Management **December 4 - 5, 2018 – Ritz Carlton DIFC, Dubai, UAE**



Course Overview

This 2-day workshop allows managers responsible for fraud to understand the key management strategies that can be deployed across the organization to manage the impact of fraud threats to the profitability and reputation of the business, through effective policies, compliance and operational risk management

Course Objectives

This course is designed to provide participants with a broad knowledge of how fraud is committed across different product types and the countermeasures available to mitigate or prevent these frauds.

Using lectures, subject matter experts and case studies, participants will understand how to manage fraud while also optimizing profitability, by ensuring that good customers have ready access to your credit products and services.



Why you should attend:

- ❑ Understand the true extent of fraud losses and identify all of the places in your organization where fraud may be hidden or underreported
- ❑ Develop a fraud management strategy that optimizes the risk reward trade-off between minimizing fraud losses without undue impact on the ability of customers to use your products and services
- ❑ Use data mining techniques to identify the root causes of fraud and develop countermeasures to manage vulnerabilities to an acceptable level
- ❑ Put effective Fraud systems and controls in place
- ❑ Develop organization strategies that will lead to the participation and cooperation of all stakeholders impacted by fraud and contributing to the management of fraud
- ❑ Know how to identify the optimal point to install the necessary fraud management infrastructure
- ❑ Apply this knowledge to fraud vulnerabilities for Credit Card Issuers, Credit Card Acquirers, E-commerce, Mortgage Lending, Auto and Motorcycle Lending, Commercial Lending, Employee Fraud, Debit Card and ATM fraud.

Who Should Attend

- | | | |
|-----------------------------|----------------------------|---------------------------|
| • Banking Regulators | Business Managers | Compliance Officers |
| • Internal Auditors | Credit Policy Managers | Credit Risk Managers |
| • Fraud Operations Managers | Fraud Risk Policy Managers | Operational Risk Managers |
| • Marketing Managers | Product Managers | |

Industry Experts and Guest Speakers will deliver informative and not-to-be misses session covering:

- Current Fraud Trends
- Fraud Countermeasures
- Future developments in Fraud Management

Course Facilitator

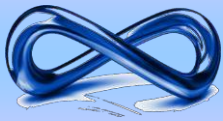


Peter Dean has over 25 years of experience in different aspects of consumer banking risk management, with special emphasis on credit risk and fraud management. He was both the Global Director of Consumer Bank Risk Training at Citibank and its Global Director of Fraud Management.

The instructor wrote the fraud management and collections management policies incorporated into the Global Risk Management Policies. In addition, he led teams of experts that developed global collections and fraud management best practices.

Through his fraud management experience, Peter Dean has become expert at completing fraud vulnerability assessments for banks, finance companies and corporations subject to internal and external fraud attacks. He is an approved vendor for both MasterCard and Visa.

He has a BS degree from Syracuse University



Day 1

8:30 a.m. Welcome (Workshop Objectives and Introductions)
9:00 a.m. Fraud Trends and Countermeasures (*TBD Visa / MasterCard*)
10:00 a.m. Definition of Fraud

- What it is and what it is not
- Impact on expenses and customer service
- Threat to the business
- Impact on Competitive Advantage

10:45 a.m. Coffee Break - Networking

11:00 a.m. Fraud Management Strategy

- Mission of Fraud Management
- Critical role of Credit and Fraud Policy
- Using Compliance to prevent fraud
- Optimizing results through effective use of Operational Risk Management

12:00 p.m. Case Study: Making sense of fraud losses through portfolio analysis

12:30 p.m. Lunch

1:30 p.m. Credit Card Issuer Fraud

- Types of fraud
- Modus Operandi
- Countermeasures
- Best practices

2:15 p.m. Case Study: Detecting and responding to the signs of possible fraud

2:45 p.m. Credit Card Acquirer Fraud

- Overview of the Authorization and Settlement System
- Burst Out Merchants
- Data Compromises
- Telemarketing fraud

3:15 p.m. Case Study: Responding to data hacking attacks

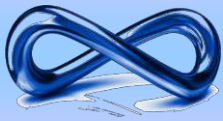
3:30 p.m. Coffee Break and Networking

4:30 p.m. E-Commerce Fraud

- Definition
- Modus Operandi
- Characteristics
- Countermeasures

5:15 p.m. Case Study: When does your best customer become your biggest threat?

5:30 p.m. End of Day



Day 2

8:30 a.m. Mortgage Lending

- Common fraud attacks
 - Impact of financial bubbles
- Credit tools that prevent fraud
Countermeasures

9:15 a.m. Case Study: Is it a credit loss or a fraud loss?

9:45 a.m. Coffee Break and Networking

10:00 a.m. Fraud Detection Systems

- Fraud logs and fraud data base
 - Fraud detection system architecture
- Understanding “good” vs. “bad” behavior
Working fraud alerts

11:00 a.m. Case Study: Balancing fraud protection and customer satisfaction.

11:30 a.m. Fraud Detection Systems Workshop – Best Practices - TBD (*Visa / MasterCard*)

12:30 p.m. Lunch

1:30 p.m. Auto and Motorcycle Lending

- Where is the value?
 - 12 common fraud scams
- Points of fraud vulnerability
Countermeasures

2:15 p.m. Case Study: When fraud protections become a competitive disadvantage.

2:30 p.m. Coffee Break and Networking

2:45 p.m. Commercial Credit Fraud

- Where is the risk?
 - Collusion vs. Negligence
- Common Scams and Countermeasures
Know your customer

3:30 p.m. Case Study: Who is looking after the money?

3:45 p.m. Employee Fraud

- Major fraud types common to all organization
 - Preventing and detecting
- Warning signs
Responding and seeking restitution

4:30 p.m. Case Study: Is it fraud and what type of fraud is it?

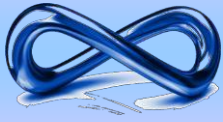
Debit Cards and ATM Fraud

- Process overview
- Common scams
- Countermeasures
- Recovery and deterrence

5:00 P.M. Case Study: Can you steal a million dollars?

5:15 P.M. Course Summary and Close

5:30 p.m. End of Course



Infinity Risk Advisors

Fraud Management Course
Dubai, UAE Dec 4 - 5, 2018

Fees: US: \$1,995 per participant – This includes daily coffee breaks, lunch and copies of conference presentations and materials for the days attended.

Please inquire about discounts available for sending more than one person from your organization at ayazafриди@infinityrisk.com

Go to: <https://www.infinityrisk.com/rdxbfc> to register