

Fraud World 2010

19th & 20th January 2010

Etc. venues Dexter House, Tower Hill, London

DAY ONE: Tuesday 19th January 2010

08:30 Chairman's Opening Remarks & Welcome

Des Powley

Technology Director, Information Security

ORACLE

08:35 **Special Guest Address: Electoral Fraud**

- The nature and extent of electoral fraud and malpractice
- Brief history of electoral fraud in England and Wales, including the current problems
- Current efforts to tackle electoral fraud
- The nature and effectiveness of international election observation to combat electoral fraud

Right Honourable Bruce George MP

09:00 **Keynote Address: Tackling Fraud in the UK: The Mission of the National Fraud Strategic Authority**

- Key elements of the National Fraud Strategy
- The scale of the fraud problem in the UK
- Current priorities in tackling fraud in the UK
- The development and achievements of the NFA

Malcolm French

Head of Risk and Prioritisation

NATIONAL FRAUD AUTHORITY

09:25 **The Importance of Delivering Enhanced Identity Management, Fraud Detection & Risk Management**

- Addressing enhancements in fraud detection and reduction
- Delivering risk-based evaluation
- Enabling real-time blocking of fraudulent access requests
- Increasing functionality, flexibility and performance

Des Powley

Technology Director, Information Security

ORACLE

09:55 **Professional Accreditation In The Counter Fraud World**

- What is the Counter Fraud Accreditation Board?
- Why was the CFPAB established?
- Why do we need professionally accredited counter fraud specialists?

John Rosenbloom

Head of Fraud Investigations

MANCHESTER CITY COUNCIL

& Chair

COUNTER FRAUD PROFESSIONAL ACCREDITATION BOARD

10:20 Coffee Break

10:50 **The Power of Data to Combat Emerging Fraud**

- Understanding the value of a data domain in preventing fraud
- Key considerations in designing a solution
- The importance of analytics in understanding behaviour

Paul Eagles

Principal Fraud Consultant

SAS UK

11:20 **Guidelines for Protecting Businesses from Fraud During Recession**

- In a time of recession, fraud risk to business is at its highest
 - threats from inside the business
 - falsification of accounts and or sales figures
 - falsification of expenses
 - stealing to service debt
 - pre-existing fraud may become impossible to conceal
- External threats
 - fraudulent applications for credit
 - potential frauds committed by suppliers and or contractors
- Protecting your business
 - risk assessment
 - weaknesses
 - minimising cash transactions
 - monitoring dealings with suppliers
 - employing adequate pre-employment screening

Ros Wright

Chair

FRAUD ADVISORY PANEL

11:50 **Panel Discussion: Fraud & the Credit Crunch**

- Impact of the recession: increase in the incidence of fraud
- Redundancies, disaffected staff and fraud
- Whistleblowing
- Pre-existing frauds emerging due to change in economic circumstances and employment structures
- Mortgage and property fraud
- Insurance fraud

Moderator:

Des Powley

Technology Director, Information Security

ORACLE

Panellists:

Ros Wright

Chair

FRAUD ADVISORY PANEL

Malcolm French

Head of Risk and Prioritisation

NATIONAL FRAUD AUTHORITY

Charlie Monteith

Senior Policy Advisor

SERIOUS FRAUD OFFICE

Lady Olga Maitland

CEO

MONEY TRANSFER INTERNATIONAL

12:30 **A New Approach to Fighting Internet Banking Fraud**

- Evaluating challenges, comparing and assessing strategies for online banking fraud
- Implementing the new approach
- Case study

Dr. Andreas Meyer

Director Risk & Fraud Division

INFORM GmbH

13:00 **Cross Border Enforcement of Tax Debts**

- Pursuing cross border tax liabilities

Philip Baker QC

GRAYS INN TAX CHAMBERS

13:30 Lunch

Stream A

Fraud Prevention

Stream Chaired by **Martin Warwick**, Principal Consultant, **FICO**

14: 20 First-Party Fraud: The Impact, Detection & Defence

- Understanding and sizing the first-party fraud problem
- What are the different types of attack you need to defend against
- What are the characteristics of the fraudsters
- Who is good at detecting First Party Fraud and who's playing catch up
- How to build a framework to identify and control FPF
- Connecting decisions to manage FPF during the 'life cycle' and group product portfolio

Martin Warwick

Principal Consultant

FICO

14:50 Panel Discussion: The Link Between Fraud Prevention & Internal Audit

- Making management aware of key fraud risks
- Establishing effective internal controls for fraud prevention
- Key risks faced by financial institutions

Moderator:

Martin Warwick

Principal Consultant

FICO

Panellists:

Mike Suarez

Finance Director

LONDON BOROUGH OF LAMBETH

Ken Gort

Head of Counter Fraud

METROPOLITAN POLICE AUTHORITY

Richard Lawrance

Head of Audit & Loss Prevention

MONSOON

Alan Bryce

Senior Manager, Counter Fraud

AUDIT COMMISSION

15:30 Coffee Break

16:00 Case Study: Best Practices in Fraud Prevention

- Establishing awareness of fraud risk across your business
- Identifying the risk areas most susceptible to fraud
- Training staff to detect theft and fraud
- Technological solutions and their efficacy
- Creating a healthy balance between fraud prevention and trusting staff and customers
- Understanding what causes employee fraud and learning how to prevent it from happening
- Responding to incidences of employee fraud
- Legal recourse

Alan Day

Senior Audit & Investigations Manager, Fraud & Security Internal Audit

TRANSPORT FOR LONDON

16:30 Case Study: The Case for an Integrated Internal Audit & Fraud Function

- Making fraud prevention a priority by integrating internal audit and counter fraud functions
- The role and efficacy of fraud awareness training
- Building relationships and sharing intelligence

Mohammed Khan

Chief Internal Auditor, Internal Audit & Anti Fraud Division - Finance and Resources Department

LONDON BOROUGH OF LAMBETH

17:00 End of Day One & Drinks Reception

Stream B

Successfully Investigating Fraud

14:30 *Case Study: Best Practices for Investigating Benefit Fraud*

Ann Goslyn

Area Fraud Investigator for London

DEPARTMENT FOR WORK AND PENSIONS

15:00 *Case Study: Proctor & Gamble: Investigating Fraud*

- The scale of the fraud problem for large multinationals
- Challenges in investigating frauds across a wide range of countries and cultures
- What you can and can't do
- Case studies

Dr. Therese Draper

Head of EMEA Fraud Risk Management

PROCTOR & GAMBLE

15:30 Coffee Break

16:00 **Investigating Fraud Internationally**

- Examining the types and techniques
- Identifying the victims and perpetrators
- Exploring the impact of organised criminals and terrorists
- Understanding the perils and pitfalls of investigations in different jurisdictions
- Using networks and other resources to assist

Peter Lowe

Director

ICC COMMERCIAL CRIME SERVICES

16:30 *Panel Discussion: Key Challenges in Investigating & Combating Counterfeiting*

- Determining the scale of the counterfeiting problem
- Assessing the amount of money involved and the attraction of counterfeiting to the criminal
- Link with corruption
- Link with terrorist financing and other forms of organised crime
- Working with law enforcement

Moderator:

Peter Lowe

Director

ICC COMMERCIAL CRIME SERVICES

Panellists:

Ewan Duncan

Head of Brand Enforcement Group

BRITISH AMERICAN TOBACCO

D'Arcy Quinn

Director Anti Counterfeiting Investigations

CROPLIFE INTERNATIONAL

17:00 End of Day One & Drinks Reception

Stream C

Data Security & Identity Fraud

14:30 *Panel Discussion: Effective Information Security: The Key to Successful Fraud Prevention*

- Valuing information assets, identifying what you are at the risk of losing
 - what are your key information assets?
 - where are they located, and who has access to them?
 - controlling who has access to information assets
 - data leak prevention
- The role of the employee in protecting client information
- Identifying areas of your business where data leakage is a risk
 - call centres
 - staff and portable information and technology
- Training staff to effectively protect client information
- Making security awareness amongst staff a priority
- Making staff aware of their obligations under data protection legislation
- Monitoring staff behaviour
- Ensuring security conscious behaviour is recognised and rewarded
- Striking a balance between data loss prevention and customer service

Moderator:

Chris Bywater

Head of Business Continuity and Security
DEPARTMENT FOR WORK AND PENSIONS

Panellists:

Nigel Dickens

Head of Information Security
CARDIF PINNACLE

Phil Genge

Head of Information Security
NATIONWIDE

15:00 *Case Study: Electronic ID Authentication: Driving Business Efficiency & Tackling Fraud*

Featuring a case study speaker (c/s tbc), Experian will address how electronic ID verification can help organisations:

- Improve straight-through processing by identifying customers in seconds with no requirement for paper documentation
- Reduce waiting times and increase customer sign up rates
- Comply with FSA and 'KYC' regulations
- Protect against ID theft and fraud

Sandra McWilliams

Senior Account Manager
Experian

15:30 Coffee Break

16:00 *Case Study: Implementing PCI DSS*

- Benefits of implementing PCI DSS
 - protecting customer data
 - minimising risk
- Challenges and pitfalls
- How to do it in practice

Nigel Dickens

Head of Information Security
CARDIF PINNACLE

16:30 *Case Study: Responding to Data Loss Incidents*

- When things go wrong
- The approach to incident management
 - Identify
 - Assess
 - Manage
 - Learn
- Top ten hints to protect your data

Phil Genge

Head of Information Security
NATIONWIDE

17:00 End of Day One & Drinks Reception

DAY TWO: Wednesday 20th January 2010

09:20 Chair's Welcome to Day Two

09:30 Fraud, Economics & the Recession

- How fraud is emerging as a major cause of the recession and how the recession is causing more fraud
- How much does fraud cost our organisations?
 - the latest data from the UK and around the world shows 3 – 8% of income or expenditure
- How quickly can the economic cost of fraud be reduced?
 - examples show that losses can be reduced by up to 40% within 12 months
- What does it cost to stop fraud and what return on this investment can be expected?
 - examples show that a 12 : 1 return can be achieved
- The impact of fraud on small and medium sized enterprises
 - what do we need to protect ourselves properly?

Jim Gee

Director of Counter Fraud Services

MACINTYRE HUDSON LLP

& Chair

CENTRE FOR COUNTER FRAUD STUDIES

10:00 The Institute of Counter Fraud Specialists

- Who are we?
- Why have we formed?
- Recognition – what we have achieved so far
- Aspirations for the future

Howard Shaw

Vice Chair

INSTITUTE OF COUNTER FRAUD

SPECIALISTS

10:30 Coffee Break

11:00 Victims of Fraud

This presentation will explore the growing problem of fraud and the impact upon victims. Drawing upon findings from a National Fraud Authority and ACPO funded research it will show how fraud is not a victimless crime often having a devastating impact on peoples' lives. It will highlight some of the shortcomings in support and what victims actually want.

Mark Button

Director

CENTRE FOR COUNTER FRAUD STUDIES

11:30 A View of Future Countermeasures Against Identity Fraud

This presentation will describe how the evolution of the UK Passport, ID card and registration of births, marriages and deaths will contribute to the fight against ID fraud.

Dr. Duncan Hine

Executive Director - Integrity & Security

IDENTITY & PASSPORT SERVICE

12:00 Session to be confirmed

12:30 **Panel Discussion: Fighting Fraud in the Retail Sector**

- Reviewing key threats
 - plastic card and online fraud
 - call centre fraud
 - retaining information security
- Identifying and mitigating key risks
 - financial loss
 - reputational loss
- Reporting fraud
- Working with law enforcement and regulators

Moderator:

Des Powley

Technology Director, Information Security

ORACLE

Panellists:

Richard Lawrance

Head of Audit & Loss Prevention

MONSOON

Des Fitzgerald

District Manager of Asset Protection - UK & Ireland, Spain

POLO RALPH LAUREN

Sue Conroy

Fraud Prevention Manager

EUROSTAR

Will Wynne

Managing Director

ArenaFlowers.com

Martin Warwick

Principal Consultant

FICO

13:10 **Special Interest Session: The Life of a Lawyer Turned Convicted Felon & Money Launderer**

Humberto J Aguilar

CONVICTED FORMER MONEY LAUNDERER

13:40 Lunch

Stream D

Fraud for Financial Institutions & Insurers

Stream Chaired by **Sterl Greenhalgh, GRANT THORNTON**

14:40 *Panel Discussion: Fighting Fraud in the Financial Sector*

- Reviewing key threats
 - money laundering
 - terrorist financing
- Establishing and maintaining a consistent and effective strategy for tackling threats
- Providing staff with the tools essential to combat financial crime
- KYC and due diligence
- How can the private and public sectors work together to achieve better fraud and financial crime prevention?
- Working with the regulators

Moderator:

Sterl Greenhalgh
GRANT THORNTON

Panellists:

Rob Cutler
Director - Financial Crime
LEGAL & GENERAL

Simon Wilkin
MLRO
INVESTEK

Denis O'Connor
Deputy Money Laundering Officer
COMMERZBANK

Kay Smith
Senior Compliance, MLRO & Sanctions Manager
KLEINWORT BENSON

15:10 **Implementing Fraud Risk Management in large-scale organisations**

- Synopsis of the case
- Issues raised and analysis of the risks
- Reaction to the incident to reduce exposure to the risks, including new procedures, technology, training etc

Speaker to be confirmed

15:40 Coffee Break

16:00 *Case Study: Combating Financial Crime: The Lloyd's Experience*

- Quantifying fraud and financial crime risk
- Risk appetite
- Making prevention a priority
- Maintaining brand integrity
- Working with law enforcement and regulators

Stephen Payne
Manager International Regulatory Affairs
LLOYD'S OF LONDON

16:30 **Combating MTIC Fraud**

- Understanding the size of the problem
- Types of MTIC fraud
- Information sharing
- Challenges in prosecuting MTIC fraud

Matthew Wagstaff
Head of Commercial Prosecutions & Policy, Revenue and Customs Division
CROWN PROSECUTION SERVICE

17:00 Close of Conference

Stream E

Cybercrime, Electronic & Plastic Card Fraud

14:40 Case Study: Preventing Payment Card Fraud

- Reviewing current card fraud trends
- Impact of Chip & Pin
- Migration of losses
- Successful strategies used at VISA Europe

Neil Stewart

Head of Risk Projects

VISA EUROPE

15:10 Obtaining Evidence: Asset Recovery with an Electronic Perspective

- International asset recovery in online, electronic and plastic fraud

Anthony Riem

Partner

PCB LITIGATION LLP

15:40 Coffee Break

16:00 Case Study: Next Generation Authentication

- Current threats for Internet Banking
- See what you sign
- Beyond CAP
- Case at ABN AMRO: e.dentifier2
- Challenges ahead

Mark Wiggerman

Business Analyst, Information Security

ABN AMRO

16:30 Case Study: Fraud Prevention at Eurostar

- Identifying key risk areas
- Mitigating risk
- Training staff
- Views on PCI DSS
- Challenges & pitfalls

Sue Conroy

Fraud Prevention Manager

EUROSTAR

17:00 Close of Conference

Stream F

White Collar Crime & Employee Fraud

14:40 Case Study: The Siemens Compliance Program - A Change Management Process

- Learning from Challenges - how to implement a global best in class compliance program
- From rules to values: key elements of the Siemens compliance program
- Internal investigations in a multinational company

Rainer-Diethardt Bühler

Head of Compliance Investigations

SIEMENS AG

Manja Ehnert

Legal Counsel

SIEMENS AG

15:10 Panel Discussion: White Collar Crime, Bribery & Corruption: Impact of Changing Legislation

- The work of the Law Commission, The Draft Bill, and definitions of the offences of corruption and bribery
- Individual and corporate liability
- The defence view of the Draft Bill
- The business perspective
- Due diligence
- Negligently allowing corruption to take place
- Defining a successful anti-corruption compliance programme by US & EU standards
- How to build a global compliance programme
- Considering key stakeholders when adopting an ethics policy
 - employees
 - customers
 - suppliers
- Understanding and managing key risk areas
- Reporting on corruption

Moderators:

Charlie Monteith

Senior Policy Advisor

SERIOUS FRAUD OFFICE

Panellists:

Manja Ehnert

Legal Counsel

SIEMENS AG

Chandrashekhar Krishnan

Executive Director

TRANSPARENCY INTERNATIONAL (UK)

Stephen Payne

Manager International Regulatory Affairs

LLOYD'S OF LONDON

David McClusky

Partner

PETERS & PETERS

Rainer-Diethardt Bühler

Head of Compliance Investigations

SIEMENS AG

15:40 Coffee Break

16:00 **Case Study: Protecting the Public Purse: Fighting Fraud in Local Government**

- Findings from the first in a new series of annual publications focused on identifying:
 - the key fraud risks and pressures facing councils
 - good practice in fighting fraud
 - actions councils should be considering now to ensure the robustness of counter fraud defences
 - the potential direction and focus of public sector counter fraud activities in future years
- Conclusions from the report:
 - how councils could save hundreds of millions of pounds if they cracked down harder on fraud
 - council taxpayers could be losing almost £2 million per week to fraudulent single person discount claims on council tax
 - housing tenancy fraud could be tying up at least 50,000 council and housing association properties worth more than £2 billion

Alan Bryce

Senior Manager, Counter Fraud
AUDIT COMMISSION

16:30 **Special Interest Session: Q&A + Confessions from a Convicted Former Fraudster**

Martin Gill has been into prison and spoken to fraudsters, he can report their views on how and why they did it and how they spent the rewards. Most importantly perhaps he can report on the mistakes they made and how they were caught; fraudsters can be remarkably frank when interviewed from a prison cell. Martin will also introduce a former fraudster, someone he met in prison who will give his own account of why he committed his offences, and why he (wrongly) assumed he would not get caught.

Professor Martin Gill

Professor of Criminology

UNIVERSITY OF LEICESTER

& *Director*

PERPETUITY RESEARCH AND CONSULTANCY INTERNATIONAL (PRCI) LTD

PLUS!

Mystery Former Fraudster

17:00 Close of Conference

Special Interest Stream:

What's Next for Offshore Financial Centres: Tax Evasion, Asset Recovery & Changing Legislation

14:40 **The OECD Led Drive Against the Use of Tax Havens for Tax Non-Compliance**

- Avoidance or evasion – the thin dividing line
- Bank transparency
- Tax information exchange agreements
- Another year-another amnesty; the new disclosure opportunity
- HMRC investigation and enforcement powers

Andrew Watt

Managing Director, Tax Disputes and Investigations
ALVAREZ & MARSAL TAXAND UK LLP

15:10 **The Offshore Perspective: Asset Recovery**

- Asset recovery in an offshore financial centre

René Brühlhart

Director

LIECHTENSTEIN FINANCIA INTELLIGENCE UNIT

15:40 Coffee Break

16:00 **Insolvency Fraud**

- The " Twilight Zone "
- Phoenix Pre Packs
- Insolvency Act contraventions; directors, creditors and third parties
- Fraud Act impact
- Inventory fraud
- Bank fraud
- Debt factoring and invoice discounting fraud
- Director disqualification
- Offshore sheltering; good, bad and ugly
- Insolvency Act investigation powers; and limitations
- International cooperation (or not)
- Impact of the recession

Mike Stubbs

Partner

MISCHON DE REYA

16:30 The View from Offshore

- Where will new legislative developments lead offshore centres in terms of:
 - business opportunities
 - due diligence and compliance
- Recovering from the negative impact of the credit crunch, and Madoff and other scandals
- Maintaining investment levels
- Retaining investor confidence

Marcus Thompson

Chief Compliance Officer

WALKERS

17:00 Close of Conference