APAC FRAUD
VIRTUAL SUMMIT

Using Technology, Speed, Transparency and Collaboration to Detect and Prevent Fraud

Key benefits of attending

- Explore the mindset of fraudsters and the latest fraud methods they're adopting
- Collaborate with other fraud professionals and learn more about the fraud and risks they're experiencing
- Learn the latest best practice approaches for fraud prevention and detection
- Understand how emerging technologies can enhance the sophistication of your fraud operations and strategies

Key Speakers

Raymond But
Executive Director, Deputy Global Head Anti-Fraud
UBS

Ben Lumley
Lead Data Analyst
NDIA

Jason Theng
Chief Risk Officer
Mine Super

Ken Gamble
Executive Director & Chairman
IFW Global

Danial Esmaili
Solicitor
Stanley & Co.

Anthony White
Manager Oceania – Fraud & Counterfeit
Canon

Daren Jay
Lecturer in Policing
Charles Sturt University

Vladimir Chugunov
Head of Internal Audit
Study Group

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Overview

The fast-growing adoption of technology and internet penetration across Asia Pacific (APAC) has made organisations, employees and customers more vulnerable than ever. As a result, we've seen fraud and cybercrime become a growing concern and priority for companies across the region.

In a 2019 APAC focused study, out of 700 APAC business surveyed, 67% of businesses reported an increased concern for fraud loses, compared to the prior year.

50% of businesses surveyed stated they have seen a significant increase in fraud losses over the past 12 months, with fraud losses particularly prominent in Australia, Singapore, Japan, Malaysia and Vietnam.

Fast forward to 2020, where we now find ourselves in the midst of a global crisis. Many company executives are already reporting fraudulent behaviour they would attribute to COVID-19 remote working conditions.

According to a recent KPMG survey of ASX 200 companies, an overwhelming 83 percent believed their organisation was vulnerable to fraud taking place now.

Given the current landscape, fraud and security professionals must ensure they are abreast of the latest trends shaping the fraud landscape in APAC and beyond.

At the **APAC Fraud Virtual Summit,** we'll explore how fraud professionals can embrace technology, speed, transparency and collaboration to detect and prevent fraud. It will explore key themes such as:

Technology: Using the latest technology to enhance fraud operations and strategies

Speed: Keeping up to date on the latest fraud trends and methods, and how COVID-19 has impacted the fraud landscape

Transparency: Embracing transparent policies and communications to deter fraud

Collaboration: Effectively collaborating with employees, law enforcers, and multiple jurisdictions

While fraudsters are getting more sophisticated with their tactics, the APAC Fraud Virtual Summit will highlight how organisations are getting more sophisticated at fighting back.

Don't miss this opportunity to explore how you can embrace technology, speed, transparency and collaboration to detect and prevent fraud in your organisation.

We look forward to seeing you there!

Why attend?

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APAC FRAUD VIRTUAL SUMMIT

Using Technology, Speed, Transparency and Collaboration to Detect and Prevent Fraud

Hear from over 20 speakers including

Raymond But
Executive Director, Deputy Global Head Anti-Fraud
UBS

Ben Lumley
Lead Data Analyst
NDIA

Dr Alex Antic
Head of Data Science
Australian National University

Ken Gamble
Executive Director & Chairman
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Daren Jay
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Charles Sturt University

Jason Theng
Chief Risk Officer
Mine Super

Vanessa Pegueros
Chief Trust and Security Officer
OneLogin

Sasha Agafonoff
Fraud & Biometric
Specialist, APAC
Nuance Communications

Vladimir Chugunov
Head of Internal Audit
Study Group

Verity Greenwood
Lecturer & Researcher
Macquarie University

Gordon Yee
Internal Audit and
nvestigations Manager
Sydney Water

Craig Kirby
Independant Fraud Consultant
former Director Audit,
Risk and Investigations
**NT Department of Infrastructure
Planning and Logistics**

Darren Jameson
Detective Inspector
(Criminal, Internal/Corporate,
Fraud & Compliance Senior
Investigator & Manager)
NSW Police Force

Andrew Lawrence
Senior Legal Officer
**Commonwealth Fraud
Prevention Centre,
Attorney-General's Department**

Michael Hyatt
Solutions Architect
Elastic

9:00 **Opening Remarks from Chairperson**

Ken Gamble
Executive Director & Chairman
IFW Global

9:20 **Crypto Swindle Kings: The Emergence of Crypto-currency Fraud**

- Recent case-studies in the region and the beyond
- Exploring the risks to organisations both public and private
- Intel on these fraudsters – who they are, where they come from and what to look out for

Ken Gamble
Executive Director & Chairman
IFW Global

10:00 **Driving Fraud Prevention on a Global Level**

- Identifying what are the most challenging fraud risks in the financial institutions
- Conducting fraud assessments
- Thematic reviews and benchmarking against best practice across all regions
- Leveraging everyone in the firm to detect and deter frauds
- Implementing and designing fraud analytics to detect and deter fraud

Raymond But
Executive Director, Deputy Global Head Anti-Fraud
UBS

10:40 **Break and Personal Time**

11:10 **Panel discussion**
How Phone Channels are Impacting Fraud Teams

- How increased direct fraud against consumers is increasing calls to fraud/risk teams to validate blocked transactions
- How hold times are increasing, leading to more stressful calls with customers trying to complete transactions
- Authentication times using intrusive knowledge-based questioning – impact on fraud analysts and customers
- Measuring the incidence of non-genuine callers into the contact centre and responding effectively
- Sharing information effectively between organisations to target known fraud operations and respond more efficiently to growing demand

Moderator:

Sasha Agafonoff
Fraud & Biometrics Specialist, APAC
Nuance Communications

11:50 **The Challenges of Data Driven Fraud Detection**

- Key challenges regarding data driven detection of fraud and non-compliance
- Understanding and exploring the impacts for fraud practitioners
- Approaches for supporting an organisation to mature its data driven detection

Ben Lumley
Lead Data Analyst
NDIA

12:30 **Using Collaboration and Transparency to Enhance Fraud Operations**

- Collaborating effectively with your stakeholders – how to finesse a conversation
- Getting the business to understand the benefits of exchanging data
- Helping the business to understand what data to share, and when
- Using peer networking to talk about and identify fraud patterns

Anthony White
Manager Oceania – Fraud & Counterfeit
Canon

1:10 **Break and Personal Time**

2:10 **A Case Study of Fraud in International Maritime Shipping for Mining and Metals**

- Common fraud schemes used in dry bulk and container shipping
- Detection methods and tools
- Suggestions for improving the internal control system

Vladimir Chugunov
Head of Internal Audit
Study Group

2:50 **Do You Really Know Who You Are Doing Business With?**

- Explore the elements of identity (human and machine)
- Challenges with identity management
- Best practice controls for identity

Vanessa Pegueros
Chief Trust and Security Officer
OneLogin

3:20 **Detecting and Mitigating Insider Fraud**

- Developing and defining clear and transparent policies
- Making communication open and regular
- Using a mix of internal and third-party audits
- Having the right security and technology in place

Craig Kirby
Independant Fraud Consultant; former Director Audit, Risk and Investigations
NT Department of Infrastructure Planning & Logistics

4:00 **End of Conference Day One and Closing Remarks from the Chair**

"The APAC Fraud Summit was a great insight that the fight against fraud is not an isolated issue. It amplified that all industries including, government, banking and private sectors need to come together to combat this issue together. The APAC Forum was a great platform to help commence this journey. I will be back next year. Thank you!"

Group Investigation Manager
The Star Entertainment Group

9:00 **Opening Remarks from Chairperson**

Ken Gamble
Executive Director & Chairman
IFW Global

9:10 **Applying Different Testing Methods to Measure the Effectiveness of Your Fraud Countermeasures**

• Learn about activities you can undertake to test your fraud countermeasures
• Understanding the benefits of pressure testing
• Getting started with pressure testing in your organisation

Andrew Lawrence
Senior Legal Officer
Commonwealth Fraud Prevention Centre, Attorney-General's Department

9:50 **Fraud Detection and Transaction Monitoring to Help Catch New and Sophisticated Fraudsters**

• Enabling behavioural analytics for network security monitoring and intrusion detection services
• Providing the ability to proactively detect and stamp out financial fraud
• Using machine learning to detect fraudulent use of credit cards Empowering the validation of returns as genuine to combat fraud

Michael Hyatt
Solutions Architect
Elastic

10:20 **A Strategic Approach to Exposing Deception in Investigative Interviews**

• Demonstrating how a strategic planning methodology can be used to expose deception and enhance evidential outcomes at fraud-related investigative interviews.
• How a logical reasoning process can be applied to prepare interview plans which are strategically fit-for-purpose and tactically sound.
• Examine the benefits of standardising investigative interviewing planning methodologies across your team to deliver consistency of approach, efficiency, and enhanced professional interviewing practice.
• Conduct objective-based interviews which are succinct, ethical and yield evidential outcomes in any fraud context.

Daren Jay
Lecturer in Policing
Charles Sturt University

11:00 **Break and Personal Time**

11:40 **An Exploration Into The Role Of Ethics In Building Fraud Cultures**

• What is ethics, and what is fraud?
• Examples from recent case studies on why people commit fraud
• Towards creating an organisation of highest ethical standards and minimal unethical, fraudulent and corrupt conduct
• Creating and promoting a reporting culture, having a whistle blower hotline, a Code of conduct, a non-retaliation policy, share case learnings etc.

Gordon Yee
Internal Audit and Investigations Manager
Sydney Water

12:20 **Reclassification of the Occupational Fraud and Abuse System**

• The emergence of new types of organisational fraud schemes, where technology can act as both an accelerant of fraud and as a virtual 'whistleblower' when fraud already exists
• A proposed revision of the Fraud Tree taxonomy, designed to reflect the impact and use of technology in the multidimensional aspects of contemporary occupational fraud
• A 'New Fraud Tree' framework that is more serviceable and sensitive to change, without losing the basic core of the design and flexibility of the Fraud Tree system

Verity Greenwood
Lecturer & Researcher
Macquarie University

1:00 **Panel discussion**
Fighting Fraud Together – How Can Organisations Better Share Information to Fight Fraud

• What are the barriers to sharing information, and how can they be broken down?
• How can fraud professionals overcome privacy concerns?
• How can fraud professionals share the relevant information, while protecting sensitive and competitive information?

Anthony White
Manager Oceania – Fraud & Counterfeit
Canon

Jason Theng
Chief Risk Officer
Mine Super

1:30 **Break and Personal Time**

2:30 **Liability for Data Breaches & Business Email Compromise Scams**

• Types of fraud, prosecution and penalties and the difficulties for law enforcement, prosecutors and novel defences
• Current commonwealth and state legislation
• Attack vectors
• Fraud & the Privacy Act / mandatory data breach notification regime
• Victim liability & resulting impact from fraud / cyber fraud
• Mitigation and reducing the risk
• Sources of liability and where stolen information ends up

Danial Esmaili
Solicitor
Stanley & Co.

3:10 **The Importance of Collaboration in the Technology Age of the Modern Fraud Investigation Environment with Law Enforcement, Other Agencies and Industry Partners**

• Importance of internal eDiscovery and technological evidence in current crime methodology
• Addressing internal barriers in collaborating with law enforcement
• Strategic reflection of internal policies and procedures that create conflict

Darren Jameson
Detective Inspector (Criminal, Internal/Corporate, Fraud & Compliance Senior Investigator & Manager)
NSW Police Force

3:50 **End of Conference Day Two and Closing Remarks from the Chair**

9:00 12:00

Workshop A
Developing and professionalising investigative capacity

Developing and Professionalising Investigative Interviewing Capability

This workshop is designed to further develop and professionalise investigative interviewing capability.

This workshop will cover how to:

• Conduct professional interviews in which high-quality material, information and evidence will be obtained.

• Demonstrate an Investigative mindset through the use of comprehensive and transparent planning methodologies ahead of all investigative interviews.

• Plan and conduct interviews strategically to exploit all tactical and evidential opportunities.

• Interview confidently and instill trust amongst your interviewees and wider stakeholders.

• Enable more comprehensive investigation outcomes to be achieved in a timely manner.

What you will learn:

• How significant the concept of procedural justice can be as an ingredient of rapport.

• What the 'investigative mindset' is, and how it can be deployed in an investigative interview.

• How the Conversation Management framework can be used to enhance your teams' clarity of thinking around the purpose, structure and strategy of interviews with investigation subjects.

• How the Conversation Management framework can be applied to plan and conduct any fraud-related investigative interview.

Daren Jay
Lecturer in Policing
Charles Sturt University

1:00 3:30

Workshop B
Detecting fraud in the era of AI

This workshop is focused on leveraging current and emerging Data Science techniques to detect, deter and disrupt fraud and crime.

• Fundamental concepts will be covered, and a number of exciting case studies will be discussed.

• You will be guided on how to leverage these learnings to effect change in your organisation.

What will you take away from this workshop?

• Overview and insights of some key emerging Machine Learning techniques

• Tips and strategies on establishing a data-driven decision making culture in your organisation

Dr Alex Antic
Head of Data Science
Australian National University

Follow this event
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Who Should Attend?

CEOs, CTOs, CIOs, MDs, GMs, Directors and Mangers of:

• Fraud
• Investigations
• Compliance
• Risk
• Cyber

• Governance
• Corruption
• Analyst
• Audit

> *The APAC Fraud Summit was very well organised with a range of diverse speakers from various key public and private sector agencies. It's highly recommended for those wanting to learn more about the fraud and cyber climate in Australia and for those wanting to expand their skills and resources.*

**CSOC Analyst
Australian Taxation Office**