



FRAUD SYMPOSIUM AGENDA

August 14th & 15th, 2024

All times are Eastern Time Zone

Wednesday, August 14th

8:30am – 9:00am Welcome and opening remarks from **former NCUA Chair, Rodney Hood.**

9:00am – 10:00am **Key Principles in Incident Response**
PureIT - Steve Koinm, Chief Information Security Officer

- **Description:** This session delves into essential strategies for managing and mitigating cybersecurity incidents effectively. The session outlines fundamental principles that guide organizations in crafting robust incident response plans, emphasizing timely detection, swift containment, and thorough recovery. Attendees will gain insights into orchestrating coordinated responses, minimizing damage, and fostering resilience against evolving cyber threats.

10:00am – 11:00am **Ken Otsuka, TruStage – Fraud & Scams (Part 1)**

- **Description:** Fraudsters deploy sophisticated social engineering scams resulting in large losses for credit unions and members. In fact, a significant portion of credit union fraud losses are a direct result of social engineering scams. This session will cover the following:
 - Account takeovers and the P2P/Zelle fraud scam along with Regulation E implications for re-crediting victimized members.
 - Business email compromise (BEC) wire scam along with a discussion on how deepfake technology will take the BEC scam to new heights.

11:00am – 11:15am Break

11:15am – 12:15pm **Ken Otsuka, TruStage – Fraud & Scams (Part 2)**

- **Description:** Staying on top of the changing fraud environment can be frustrating as fraudsters are quick to change tactics. It's important for credit unions to understand these tactics so they can craft risk mitigation strategies. This session will cover a variety of today's hottest fraud topics, including:

- Interactive teller machine (ITM) fraud
- Fraudulent U.S. Treasury checks
- Fraudulent business accounts opened to cash stolen checks
- Recent trend in account takeovers and money mules
- ACH debit fraud

12:15pm – 1:30pm Lunch

1:30pm – 2:30pm **MaryAnne Colucci, Envisant – Debit and Credit Card Fraud Trends**

- **Description:** Dive deep into the ever-evolving landscape of debit and credit card fraud as we uncover the latest trends, tactics, and preventive measures. Your role in combatting fraud is crucial, and this session will empower you with the knowledge to protect your institution and its members.

2:30pm – 3:30pm **Regulatory Panel, facilitated by Sarah Stevenson, Vice President of Regulatory Affairs at NASCUS**

- **Description:** Join us for insights from regulators from different states and what they are seeing in credit unions regarding internal/external fraud. Where are their areas of concern and what are some ideas for mitigating risk.

3:30pm - Closing

Thursday, August 15th

9:00am – 10:00am **David Reed, The Nuts and Bolts of Internal Security**

- **Description:** Daily headlines remind us of the risk of embezzlement and self-dealing by trusted staff. We must remember the security requirements found in Part 748 of the NCUA Rules and Regulations don't just cover risks of external fraud. Your members trust you with their private information and their money, what happens if there is a security breach within your credit union? From pre-employment screening to effective internal controls, this session explores critical aspects of an internal security program.

10:00am – 10:45am **Sean Flynn and Christie Tillmann, TransUnion, Credit Reports and Fraud**

- **Description:**

10:45am – 11:00am Break

11:00am – 12:00pm **Ty Parker, Prevent Fraud Losses by Sending Large Checks for Direct Payment**

- **Description:** When your credit union is offered a check for deposit by a member that is *not drawn* on your credit union, your credit union is completely blind to fraud problems. And Regulation CC funds holds do NOT prevent fraud losses: Reg CC is a funds availability law NOT a check loss prevention law. The only way to attempt to prevent losses on very large checks offered for deposit is to send those checks directly to the institution the check is drawn on (the payor institution) for payment. This program will address all the fraud loss problems with checks offered for deposit for credit unions, along with your credit union's options to prevent those losses with special emphasis on ***sending checks for direct payment*** (aka send a check for collection). If you want to provide excellent check deposit service as well as prevent large check deposit losses, you need to attend this program.

12:00pm – 1:30pm Lunch

1:30pm – 2:30pm **Keith Riddle, Tyfone – Faster Payment Fraud - A Layered Approach for Effective Risk Mitigation**

- **Description:** As payment options expand and consumers and businesses demand immediate money movement experiences as part of their financial institution's digital channels, risk management and operational teams grapple with the aspect of controlling fraud when introducing faster payment use cases. The irrevocable component of instant payment networks has elevated the requirement for financial institutions to deploy flexible fraud control systems that allow for a layered and configurable approach to managing risk.

Join Keith Riddle, SVP of Business Development for Payfinia (a Tyfone Company) to review various faster payments fraud challenges, best practices financial institutions can follow, and the suite of tools that can be leveraged to offset the common concerns of "faster payments result in faster fraud".

2:30pm – 3:30pm **Glory LeDu and Emma Nelson, League InfoSight Resources**

- **Description:** After an amazing two days of training, hang in for the last hour to review all of the Fraud resources that are being offered through League InfoSight and partners!

3:30pm - Closing