

# FRAUD & FINANCIAL CRIME SUMMIT VIC

THE MOST ESTABLISHED COMMUNITY FOR FRAUD & FINCRME LEADERS ACROSS AUSTRALIA & NEW ZEALAND

THURSDAY, 22 AUGUST, 2024  
MARVEL STADIUM,  
MELBOURNE



## SPEAKERS



SCAM VICTIM & ADVOCATE FOR JUSTICE

SHARON ARMSTRONG

Keynote Speaker



TRACY HALL

Scam & Intimate Fraud Survivor



JANE EDWARDS

Executive Manager - Fraud Management & Investigations



STEPHANIE TONKIN

CEO



MIA GARLICK

Senior Regional Director - Policy



ADRIAN EFAPIANO

Head of Fraud

## KEY TOPICS

- Cross Industry Collaboration in Fighting the War Against Scams
- Crafting a Resilient Fraud & Financial Crime Strategy Through Integrity & Operational Efficiency
- Unifying Forces Through Collaboration, Automation & Innovation
- First Hand Experience from a Romance Scam Victim

## WHO WILL ATTEND?

- Heads of Fraud
- Heads of Financial Crime
- Heads of Risk
- Heads of KYC
- Heads of AML
- Heads of Investigations

# SUMMIT AGENDA

THURSDAY, AUGUST 22

## 8:30 REGISTRATION, COFFEE & NETWORKING

## 9:00 WELCOME REMARKS FROM CHAIRPERSON



### 9:10 OPENING KEYNOTE

**SURVIVING A ROMANCE SCAM, IMPRISONMENT IN ARGENTINA TO BECOMING A SCAM VICTIM ADVOCATE: THIS IS HER STORY**

**Sharon Armstrong,**

Survivor of a Sophisticated Romance Scam, Author, Motivational Speaker & Advocate for Justice

## 9:40 PANEL DISCUSSION: FIGHTING THE WAR AGAINST SCAMS

- An overview of the rapidly evolving scam landscape in Australia
- Cross-industry collaboration in the war against scams
- Strategies for combatting online fraud

**Mia Garlick**, Senior Regional Director - Policy, Meta  
**Stephanie Tonkin**, CEO, Consumer Action Law Centre  
**Elise Muhlheim**, Head of Financial Crime Control & Fraud, OFX

## 10:20 CASE STUDY - NOT ALL BUSINESSES ARE REAL, LEGITIMATE OR TRUSTWORTHY

## 10:50 SPEED NETWORKING

## 11:00 MORNING TEA & NETWORKING

## 11:30 PANEL DISCUSSION: CRAFTING A RESILIENT FRAUD & FINANCIAL CRIME STRATEGY THROUGH INTEGRITY & OPERATIONAL EFFICIENCY

- What does a fit for purpose fraud strategy look like?
- Initiatives & strategies to foster a culture of integrity, create awareness & educate
- Improving controls & operational processes to understand vulnerabilities
- Data centricity across the whole enterprise

**Adrian Efpiano**, Head of Fraud, NAB

**Jane Edwards**, Executive Manager - Fraud Management & Investigations, nbn

**Radek Stopka**, Group Senior Manager AML - Customer Intelligence and Due Dilligence, Crown Resorts

**Chee Hian Lim**, General Manager, Internal Audit & Risk, Jemena

## 12:10 CASE STUDY: A HOLISTIC APPROACH TO SCAM DETECTION

## 12:40 LUNCH & NETWORKING



### 1:20 INTERACTIVE WORKSHOPS

- Exploring the intersection of AI & financial crime: Risks and opportunities
- Sharing scam intervention triumphs & behind the scenes success stories
- Harnessing data & analytics for better fraud prevention & detection
- Emerging fraud trends & mitigation strategies for the digital age
- The importance of cross-industry collaboration in the fight against fraud
- Innovative strategies for detecting synthetic identity fraud
- The evolving landscape of money laundering - trends & countermeasures

## 2:00 PANEL DISCUSSION: UNIFYING FORCES THROUGH COLLABORATION, AUTOMATION & INNOVATION

- Overcoming the disparity between gaps in technological capabilities
- Leveraging automation to enhance efficiency, accuracy, and scalability
- The importance of data sharing and collaboration among financial institutions, regulatory bodies, and law enforcement agencies

**Luke Raven**, Senior Partner, Financial Crime Compliance, Group Risk Division, Bank of Queensland  
**Celeste de Highden**, Head of Financial Intelligence, Bank of Australia  
**Chris Aitchison**, Chief Technology Officer, Up Bank

## 2:40 CASE STUDY: CATCH ME IF YOU CAN: DOCUMENT FRAUD IN A DIGITAL WORLD

## 3:10 AFTERNOON BREAK & NETWORKING

### 3:30 KEYNOTE PRESENTATION

**LESSONS IN SCAMS & INTIMATE FRAUD FROM A CON MAN'S LAST VICTIM**

**Tracy Hall,**

The last victim of one of the world's most prolific con men, Hamish McLaren, shares her story & explores the devastating impact of scams & fraud have both financially and emotionally on victims

## 4:00 CLOSING REMARKS FOLLOWED BY NETWORKING DRINKS

## 5:00 EVENT END