

Afternoon Agenda

13:30 – 13:35

Welcome

About this afternoon's sessions

Our CEO would like to welcome everyone to this afternoon's open sessions with an outline of what to expect.



Jamie Melling
Chief Executive
Officer,
Smartnumbers

13:35 – 14:00

Smartnumbers speaker

Industrialised fraud, coordinated defences

Fraud is rising while call volumes fall. Tim Burton shares what the data tells us with findings from the latest Consortium Trends Report, revealing how fraudsters are evolving, coordinating across sectors, and why shared intelligence is now essential to stop them.



Tim Burton
Chief Product and
Success Officer,
Smartnumbers

14:00 – 14:25

Guest speaker

Unlocking synergy across the fraud kill chain

How banks, telecoms and big tech and more can combine data to act earlier and more effectively across the kill chain.



Mark Courtney
Chief Product
Officer,
Cifas

14:25 – 15:00

Fireside chat

Securing the front line

Join Liam Bamford in discussion with Tim Burton explore how Lloyds secured their contact centres. Discover the drivers, challenges and innovations shaping their fraud prevention strategy.



Liam Bamford
Lloyds Banking
Group

Tim Burton
Smartnumbers

15:00 – 15:30

Coffee and networking

15:30 – 15:55

Guest speaker

What's next?

Emerging fraud threats and defences. How fraudsters are exploiting AI and what banks must do in response.



Chris Parker,
Strategic Fraud
Lead, Onboarding,
In-life &
Authentication,
NatWest

15:55 – 16:20

Fireside chat

Frontline insights on mules and dispute scams

HSBC shares insights on two rising fraud types: the resurgence of mule activity and the increase in dispute scams involving fake businesses created for chargebacks. The discussion includes practical examples and lessons from live investigations.



Paul Burgess
HSBC

Snehdeep Pabla
HSBC

16:20 – 16:45

Panel discussion

Joining the dots

Tackling fraud across sectors. Fraudsters move across sectors, testing data in one place and attacking in another. This session explores how banks, insurers and telcos are spotting early signals, what blocks effective data sharing, and the regulatory changes that could enable a more joined up response.



Lee Turner
Gamma

Nick Edge
Likewise

Paul Williams
HSBC

16:45 – 17:00

Closing remarks



17:00 – 20:00

Networking drinks and nibbles