

Preventing tomorrow's fraud today – awareness, agility, collaboration and innovation

Tuesday 22nd September 2020

Webinar

The ABI's 2020 Fraud Conference will focus on how the insurance industry must continue to build an agile, fit-for-purpose counter fraud strategy that enables it to stay ahead of increasingly sophisticated and mobile fraudsters.

In looking at the current and emerging key fraud threats, this event will address how the insurance sector must work in partnership with Government, regulators, and law enforcement agencies to combat fraud, against a backdrop of a new political climate, changing consumer expectations, legislative and regulatory reforms and technological innovation.

09:55	Registration
10:00	Welcome
	Clare Lunn, Director of Fraud, LV=
10:05	Introduction
	Karl Helgesen, Chair, Insurance Fraud Bureau
10:10	Keynote Address One – Identifying and mitigating key fraud risks – the industry’s Strategic Threat Assessment
	Stephen Dalton, Head of Intelligence and Investigations, Insurance Fraud Bureau
10:30	Panel Session One – Evolution of the industry’s counter-fraud strategy
	<i>This session will invite views on how the industry’s counter-fraud strategy must continue to evolve to stay ahead of increasingly mobile fraudsters. The panellists will explore how the industry can collaborate more efficiently and take a holistic view to combatting fraud risk throughout the lifetime of a policy.</i>
	Chair: Mark Allen, Manager, Fraud and Financial Crime, ABI
	<ul style="list-style-type: none"> • Ben Fletcher, Chief Customer Officer, Insurance Fraud Bureau • Edelle Michaels, Detective Chief Inspector, City of London Police – Insurance Fraud Enforcement Department (IFED) • Fleur Lewis, Head of Fraud, GoCompare • Catherine Burt, National Head of Counter Fraud, DAC Beachcroft
11:10	Keynote Address Two – A national police response to fraud
	T/Commander Clinton Blackburn, National Economic Crime Coordinator, City of London Police
11:30	Closing remarks
	Clare Lunn, Director of Fraud, LV=
11:35	Long lunch break
14:00	Welcome back and precis of morning sessions
	Mark Allen, Manager, Fraud and Financial Crime, ABI
14:10	Keynote Address Three – A retail sector perspective on fighting fraud
	Amber Burridge, Head of Fraud Intelligence, Cifas
14:30	Panel Session Two – Building a strategy to tackle long-term savings and pensions fraud
	<i>This session will explore how the long-term savings sector can build a robust infrastructure to identify, report and prevent fraud, as well as the ongoing industry and regulatory response to pension scams</i>

	<p>Chair: Rob Yuille, Assistant Director, Head of Long-Term Savings Policy, ABI</p> <ul style="list-style-type: none"> • Ursula Jallow, Director of Financial Crime (MLRO), LV= • Tommy Burns, Risk & Financial Crime Manager, Customer Operations, Standard Life (Part of The Phoenix Group) • Margaret Snowden, OBE, Chair, Pensions Scams Industry Group
15:10	Keynote Address Four – Protecting your systems against hacking and data theft
	Ken Munro, Partner, Pen Test Partners
15:30	Concluding Remarks
	Mark Allen, Manager, Fraud and Financial Crime, ABI
15:35	Close