

**Monday, September 16, 2024**

Time	Session
4:00 p.m. – 5:00 p.m.	<b>Business Affiliate Meeting – Joliet Room</b>
	<b>Voting Member Meeting – PDR #2</b>
5:30 pm – 7:00 pm	<b>Welcome Reception (Cocktails &amp; Hors D’oeuvres) - Astoria Foyer</b>
7:00 pm	<b>Dinner on your own</b>

**Tuesday September 17, 2024**

Time	Session
8:00 am – 9:00 am	<b>Breakfast – Sponsored by:</b>  <b>AmSher</b> - Williford A
9:00 am – 10:00 am	<b>Welcome and Keynote Address – Leading in Times of Uncertainty, Jeff Butler - Waldorf Room</b>
10:00 am – 10:15 am	<b>Break – Waldorf Foyer</b>
10:15 am – 11:00 am	<b>Model Governance - Waldorf Room</b> <ul style="list-style-type: none"> <li>• Moderated by Ryan Spillman, Credit, Collections, &amp; Fraud Strategy Manager at UScellular</li> <li>• Julius Heim, VP of Analytics Product Build, Innovation and Scores at Experian</li> <li>• Jason Kunkel, Director, Data Science and Analytics Governance at TransUnion</li> <li>• Ritu Sharma, SVP, Global AI Governance &amp; MRM at Equifax</li> </ul> <i>Panelists will discuss recent advancements in model creation and refitting, strategies for navigating new regulations, best practices in model governance, and the influence of global factors on model development.</i>
11:00 am – 11:45 am	<b>Digital Collections - PDR #2</b> <ul style="list-style-type: none"> <li>• Shrimanth Adla, Senior Director/Head of Credit Risk at Comcast</li> <li>• Naama Bloom, GM at TrueML Products</li> <li>• John Craven, Enterprise Director of Center of Excellence Receivables Management at Cox Communications</li> </ul>

Time	Session
	<ul style="list-style-type: none"> <li>AJ Travagline, Senior Consultant at FICO</li> </ul> <p><i>This panel discussion will include case studies highlighting various aspects of digital collection “wins,” including improving contact rates and open rates as well as how white-labeled AI-driven software is used to manage in-house delinquency communications.</i></p>
	<p><b>First Party Fraud Losses Continue to Rise - Waldorf Room</b></p> <ul style="list-style-type: none"> <li>Damian Lalljee, Sr. Fraud Consultant at TelUS</li> <li>Fernando Lopez, Sr. Fraud Consultant at FICO</li> </ul> <p><i>Panelists will discuss the latest trends and techniques for battling First Party Fraud. Hear how carriers can better train fraud models to more quickly identify and stop fraud. TELUS and FICO will present a case study approach to mitigating First Party Fraud. We will discuss model governance best practices for updating and training models to more quickly mitigate fraud. Hear the latest techniques to fight back against application fraud, credit mules, never pay, synthetic identities and more.</i></p>
11:45 am – 12:45 pm	<p><b>Lunch – Sponsored by:</b> <b>EQUIFAX®</b> - Williford A</p>
12:45 pm – 1:45 pm	<p><b>Speed Dating - Marquette and Joliet Rooms</b></p>
1:45 pm – 2:30 pm	<p><b>Fraud Attacks - Waldorf Room</b></p> <ul style="list-style-type: none"> <li>Leslie Lagen, Sr Director, Fraud at T-Mobile</li> <li>Richard Tsai, Sr. Director, Global Fraud Solutions at TransUnion</li> </ul> <p><i>Panelists will discuss channel friction, ATO, tools in the marketplace, and how to continue to serve clients with speed.</i></p>
2:30 pm – 2:45 pm	<p><b>Break – Waldorf Foyer</b></p>
2:45 pm – 3:45 pm	<p><b>AI - Waldorf Room</b></p> <ul style="list-style-type: none"> <li>Ron Lo, General Counsel at Symend</li> <li>Jenifer McIntosh, Stinson LLP</li> <li>Naeem Abraham, Senior Director at C&amp;R Software</li> <li>Kareem Saleh, Founder &amp; CEO at FairPlay AI</li> </ul> <p><i>Panelists will discuss their views on AI across the collections ecosystem, covering topics such as ensuring data privacy and security in AI systems; addressing the inadvertent perpetuation of biases by AI systems and related ethical implications; and navigating increased regulatory scrutiny demanding transparency and accountability in AI decision-making processes.</i></p>

Time	Session
3:45 pm – 4:00 pm	<b>Closing Remarks – Waldorf Room</b>
4:00 pm – 5:00 pm	<b>Break</b>
5:00 pm – 8:00 pm	<b>Boat Tour and Dinner on the Anita Dee II</b> <ul style="list-style-type: none"> <li>• Bus loading begins at 5:00 and <b>departs at 5:15</b> sharp from the Hilton</li> <li>• Sailing from 6:15 to 8:15 with dinner buffet and bar.</li> </ul>

**Wednesday, September 18, 2024**

Time	Session
8:00 am – 9:00 am	<b>Breakfast – Williford A</b>
9:00 am – 10:10 am	<b>The Future of Payments in the Telcom Industry – Waldorf Room</b> <ul style="list-style-type: none"> <li>• Gordon Beck, Executive Vice President and Co-Founder at Valor Intelligent Processing</li> <li>• Tim Maciejewski, VP Global Growth at Authentic ID</li> <li>• Isio Nelson, Managing Director - Research, Fraud, and Thought Leadership at BAI</li> <li>• Abhishek Sharma, Director - Identity and Fraud at Total System Services LLC</li> </ul> <i>Panelists will focus on the benefits of adding payment options to improve recoveries and customer satisfaction and what companies can do to improve security and prevent fraud when taking payments.</i>
10:10 am – 10:55 am	<b>Economic Update - Waldorf Room</b> <ul style="list-style-type: none"> <li>• Josee Farmer, Economic Analyst at Experian</li> </ul> <i>This presentation will include an overview of the macro and microeconomic landscape and core credit data as well as signals to help telecom companies navigate a complex economic period with strategies to maximize engagement and profitability in these constantly changing times to get ahead of customer expectations.</i>
10:55 am – 11:15 am	<b>Break – Waldorf Foyer</b>
11:15 am – 12:00 pm	<b>B2B Lending and How to Minimize Risk in the B2B Channel - Waldorf Room</b> <ul style="list-style-type: none"> <li>• Dave DeLawter, Sr. Director Product-Fraud at Dun and Bradstreet</li> <li>• Tom Hunt, Director, Market Planning - Business Risk Management at LexisNexis Risk Solutions</li> <li>• Gary Mitchell, Sr. Product Manager at Equifax</li> </ul> <i>This session will focus on best practices when processing commercial credit applications including “Know your customer” and how creditors can minimize their risk.</i>
12:00 pm – 12:15 pm	<b>Closing Remarks - Waldorf Room</b>
12:15 pm – 1:30 pm	<b>Lunch – Williford A</b>

**All meeting space is located on the 3<sup>rd</sup> floor**



Telecommunications Risk Management Association

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