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### October 19th Sessions

(Eastern Time Zone)

3:00 pm – 3:15 pm

#### Welcome

Update on the organization, what to expect today and tomorrow

3:15 pm – 3:45 pm

#### Evaluating Credit Risk of Small and Medium Enterprises (SME)

SMEs are the backbone in many economies, regions, and countries across the globe. But how can you

<b>Danny Haydon</b>	(S&P Global Market Intelligence) - Market Development, Credit Analytics
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<b>Neeraj Kumar</b>	(S&P Global Market Intelligence) - Market Development, Credit Analytics
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Topic: Credit	
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3:45 pm – 4:00 pm

#### Break

4:00 pm – 4:30 pm

#### What we can learn from the Advertising Industry

From branding and engagement to frequency and creating a digital surround – there are many things we

<b>Cheryl Kananowicz</b>	(RevSpring) - Vice President, Financial Services Sales and Relationship Manager
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<b>Candice O'Brien</b>	(EOS) - Chief Operating Officer
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Topic: Collections

4:30 pm – 5:00 pm

**Networking**

5:00 pm – 5:10 pm

**Break**

5:10 pm – 5:40 pm

**7 Secrets to Combat Account Takeover**

The pandemic has accelerated the move to digital channels, and increased opportunities for fraud. With

**Rebecca Murphy** (FICO) - Telecommunications Solution Lead

**Fernando Lopez** (FICO) - Senior Partner, Solution Sales

**Raphael Karamichailidis** (TELUS) - Manager, Collections Strategy

Topic: Fraud

5:40 pm – 6:00 pm

**BYOB Networking Event**

**October 20th Sessions**

**(Eastern Time Zone)**

1:00 pm – 1:15 pm

**Welcome**

Update on the organization, what to expect today

1:15 pm – 1:45 pm

**COVID-19, CARES Act, Credit Access and Availability, and 2021 Crystal Ball**

COVID-19 and lockdowns have brought intense focus to the state of the consumer – both health-wise and

**Dennis Ambach** (TransUnion) - Vice President, Government Relations

Topic: Legislative/Regulatory

1:45 pm – 2:00 pm

**Break**

2:00 pm – 2:30 pm

**Fraud Loss Down for Telcos... But Fraud Attacks Are Not**

It's likely you are home, just like me, sitting in front of your computer trying to find the right angle for your

**Simon Marchand**

(Nuance Communications) - Chief Fraud Prevention Officer, Biometrics and Se

Topic: Fraud

2:30 pm – 3:00 pm

**Networking**

3:00 pm – 3:10 pm

**Break**

3:10 pm – 3:40 pm

**Electronic Communications with Consumers Post-COVID - Demystifying the How and What To D**

Companies in the credit and collection space are moving toward communicating more with individuals v

**David Kaminski**

(Carlson & Messer LLP) - Partner

**Ben Carroccio**

(Sunrise Credit Services), Vice President

Topic: Account Management

3:40 pm – 4:00 pm

**Closing Networking Event**