



Financial Crimes Symposium

September 21, 2023- Virtual

8:55 – 9:00 a.m. CT

Welcome & Housekeeping Items

9:00 – 9:50 a.m. CT

Staying Ahead of Scams through Fraud Information Sharing

Staci Shatsoff, Assistant Vice President Secure Payments, Federal Reserve Bank of Boston

Scams are on the rise and with instant payments, there is less time to assess the situation. Learn the destructive nature of scams, common fraudster tactics, and the opportunities associated with information sharing strategies to help detect the popular scams used to prey on both individual and organizational victims.

9:50 – 10:00 a.m. CT

Networking Break

10:00 – 10:50 a.m. CT

Beyond the Bankers Box

Jordan M. Ford, Chief Financial Crimes Prosecutor, NC Conference of District Attorneys

A conversation encouraging criminal justice professionals and members of the financial services industry to collaborate in their efforts to prevent financial crimes and protect innocent victims.

10:50 – 11:05 a.m. CT

Networking Break

11:05 a.m. – 12:00 p.m. CT

Mail Matters: The Surge in Check Fraud

Jennifer Taylor, Postal Inspector Team Lead, US Postal Inspection Service

There has been a nationwide surge in check fraud schemes targeting the U.S. Mail. Mail theft continues to be an ongoing concern for the United States Postal Inspection Service (USPIS) and the public at large. Mail thieves have become more sophisticated in carrying out their illegal activities. This presentation will address the mail theft trends occurring today and what is being done to investigate, stop, and prosecute these crimes.

12:00 - 1:00 p.m. CT

Networking and Lunch Break

1:00 - 2:00 p.m. CT

Financial Crimes and the Nexus to Human Trafficking

Dr. John C. Correu

Human trafficking is a form of modern-day slavery. According to the Department of Homeland Security human trafficking has annual global profits of approximately \$150 billion dollars. As human trafficking is illegal, these profits must remain hidden. Traffickers do this through illicit financial flows and other financial crimes. These profits also support other criminal and terrorist enterprises throughout the world. This presentation will briefly cover what human trafficking is, how it is connected to and concealed in financial transactions and what can be done to address those financial transactions.

2:00 - 3:00 p.m. CT

Financial Sector Cyber Threat Overview

Kyle Weber, Special Agent, Houston FBI

Special Agent Weber will present on common cyber threats facing individuals and businesses and what you can do to help protect yourself and your company

3:00 - 3:10 p.m. CT

Networking Break

3:10 - 4:00 p.m. CT

Passive Voice Authentication for Contact Centers: Happier Callers, Shorter Calls, Better Security

Jeremy Whittington, Co-Founder & CTO of Illuma

Over 75% of calls received by a Financial Institution (FI) contact center require some level of ID verification. Most FIs rely on outdated Knowledge Based Authentication (KBA) methods to address this requirement, but these are time consuming, introduce unnecessary friction, and are extremely easy for fraudsters to defeat. We will review the latest in fraud activity, authentication options available, and will provide strong data to prove why passive voice authentication is the ideal solution for contact center voice interactions. We will also review the newest threats from generative AI and cloned voices, and we will showcase technologies to battle this emerging threat.

4:00 - 4:05 p.m. CT

Closing