

APP fraud for decision makers

28 November 2019 | Addleshaw Goddard LLP, London EC1

Authorised push payment fraud is one of the most significant issues confronting the financial services industry today as reflected in pressure from politicians, regulators and consumer groups for firms to do more to support victims of APP fraud through the CRM Code and Confirmation of Payee.

Up to now, BSA members have been on the fringe of these initiatives as both were initially designed for current account providers. But, as work progresses to make the Code and CoP building society-friendly, building societies / credit unions will soon be asked to make significant decisions as to whether they become participants.

This seminar, hosted by Addleshaw Goddard LLP, is designed to give the managers that will make these decisions the full legal, policy and technical background to APP fraud, the CRM Code and Confirmation of Payee to help them assess how their organisation should proceed.

£350

VAT EXEMPT
BSA MEMBERS

A charge of £50 applies to cancellations received 7 days or less before the event.

REGISTER

ONLINE
www.bsa.org.uk/fraud

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OVERVIEW:

- 09.30 Registration and coffee
- 10.00 **Welcome and introduction**
James O’Sullivan, Policy Manager, BSA
- 10.05 **Knowing your liability for fraud**
Rebecca Hickman, Managing Associate and Kirstie Ross, Legal Director, Addleshaw Goddard LLP
An overview of frauds targeted at consumers and building societies’ liability in each type of fraud
- 10.45 **Authorised Push Payment fraud risks and countermeasures in the building society world**
Stephen Senior, Head of Financial Crime, Leeds Building Society
What is APP fraud? How do fraudsters target their victims? What is the APP fraud risk for building societies and how can this be reduced?
- 11.30 Coffee
- 11.50 **The Contingent Reimbursement Model Code – making the Code fit for building societies**
Ian Walker, Head of Financial Crime, Skipton Building Society
An outline of the main provisions and objectives of the CRM Code and an update on how it needs to be adjusted so that it works for building societies and other savings account providers.
- 12.30 Lunch
- 13.30 **Strong Customer Authentication**
Rebecca Hickman, Managing Associate, Addleshaw Goddard LLP
The benefits and challenges of Strong Customer Authorisation both in enhancing payment services and in preventing fraud.
- 14.15 **Confirmation of Payee**
Carla Simpson, Compliance Consultant and Wayne Duke, Principal Architect, Sopra Banking Software
An introduction to Confirmation of Payee – how it operates, how it protects customers from APP fraud and what building societies need to do to assess how they might provide Confirmation of Payee for their customers.
- 14.35 **What next – the key decisions coming up for BSA members**
James O’Sullivan, Policy Manager, BSA
A review of the timeline for the CRM Code and Confirmation of Payee including the timing of implementation decisions and likely pressure points where building societies’ approach to protecting customers from APP fraud will be under the media spotlight.
- 15.00 **Plenary discussion**
- 15.30 Close (approx.)

TIMINGS

10.00 - 15.30

The event will start promptly at 10am.

Refreshments and a buffet lunch will be provided.