

Marketplace
Risk.



MARKETPLACE RISK GLOBAL SUMMIT

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WELCOME

Greetings!

We are thrilled to welcome you to the 17th conference organized by Marketplace Risk! This event marks an important milestone for the marketplace and digital platform ecosystem, and we are excited to have you with us. For over a decade, thousands of founders, leaders, and experts from around the globe have gathered at our conferences to learn, network, and collaborate with peers who share a common goal: safeguarding platforms and their communities.

This year's Marketplace Risk Global Summit promises to be our most impressive and expansive event to date, and we are grateful to have you as part of it. Throughout the next few days, you'll have the chance to participate in 50+ dynamic sessions led by over 125 industry-leading speakers, including many of your peers who are generously sharing their knowledge and insights to benefit the entire ecosystem. I'd like to extend a special thank you to all our speakers for their time and expertise. Your contributions are what make this the premier conference for marketplaces and digital platforms.

A heartfelt thank you also goes out to our incredible sponsors. Your support makes it possible for us to drive the industry forward and foster its continued growth and success. Together, we are shaping one of the most exciting eras in the evolution of technology and digital platforms, and we couldn't be more appreciative of your partnership. Lastly, I want to thank you—the attendees—for being here with us this year. Your participation enriches the conversation and plays a crucial role in building the foundation of this fast-growing and ever-evolving industry. We hope the next few days offer valuable takeaways, and we look forward to seeing how you contribute to the discussion.

If there's anything we can do to assist you, or if you'd like to get more involved, don't hesitate to reach out to me at jgottschalk@marketplacrisk.com. We're always eager to connect and engage with our community!

Best,

Jeremy Gottschalk | Founder, Marketplace Risk

Welcome!

Attachments, bonds, interdependencies, links, alliances, and affinities are common synonyms for the word "connections," and each of them resonates with me as I think about the members of Marketplace Risk who are here for this Summit. We are the world's top marketplace and digital platform experts, united by our passion and desire to discuss risk management, trust and safety, regulatory compliance, and legal strategy issues. If you pause to reflect on the list of presenters, attendees, and sponsors, you will note one key fact — the industry powerhouses are all here together! We don't just participate in the conversation regarding marketplaces and digital platforms; we set the agenda and define the conversation for everyone else.

Since joining Marketplace Risk, I have formed many deep and meaningful attachments, bonds, alliances, and interdependencies, and I'm thrilled to leverage those relationships to improve your experiences, both personally and professionally, as the Chair of the Advisory Board. As noted by Brian Tracy, "your reward in life will be in direct proportion to the value of your service to others," and I hope I can be of maximum service to you. Please reach out before the Summit or find me in London if you want to connect (I promise I don't bite... I just smile a lot).

Cheers!

Stephen F. Fusco, JD, PhD | Advisory Board Chair

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**MARKETPLACE RISK
GLOBAL SUMMIT**

LONDON, NOV 12-14, 2024

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Jane Yu | Papa | Los Angeles, CA
Charles Zhu | Roamly | Austin, TX
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SCHEDULE AT-A-GLANCE

TUESDAY 12 NOV

5:30 PM - 8:00 PM

Welcome Reception hosted by Apollo

7:45 PM - 9:30 PM

Advisory Board Dinner

WEDNESDAY 13 NOV

8:00 AM - 9:00 AM

Check In & Registration
Lloyd's of London

9:00 AM - 9:40 AM

Keynote
Old Library

9:40 AM - 9:55 AM

Morning Coffee Break
Marble Foyer

9:55 AM - 10:40 AM

Fraud-as-a-Service: GenAI and the Sophisticated Tools Used by Fraudsters
Incognia Room

Disintermediation Across Service Types: Challenges, Prevention & Policies

LegitScript Room

Building Trust, Safety, and Success in Global Marketplaces

EverC Room

10:50 AM - 11:20 AM

TBD
Incognia Room

The Skinny on New Weight Loss Drugs: Why They're Creating Risk on Your Platform and What to Do About It

LegitScript Room

The Future of Insurance Partnerships for Marketplaces

EverC Room

11:30 AM - 12:00 PM

The ROI of T&S: How to Position Trust & Safety as a Revenue Imperative

Incognia Room

Expanding to America: Legal Considerations & Structures

LegitScript Room

Combining Text and Tabular Data in Machine Learning

EverC Room

12:10 PM - 12:40 PM

Signals, Scale, and Strategy: How GetYourGuide Combats Supplier Fraud
Incognia Room

12:10 PM - 12:50 PM

Platforms and Marketplaces: Protection Needs and Opportunities Through Embedded Coverage for Customers
LegitScript Room

12:10 PM - 12:45 PM

Safety by Design for Online Communities
EverC Room

12:30 PM - 1:30 PM

Networking Lunch
Marble Foyer

1:15 PM - 1:45 PM

TBD
Incognia Room

Micro-Mobility – How Trust and Safety Data Has to Shape Regulation to Ensure Its Future!

LegitScript Room

Building Trust Through Ad Safety: How to get Started with Revenue Policy

EverC Room

1:55 PM - 2:25 PM

Unmasking Ban Evasion: Innovative Fraud Prevention Tactics for Multi-Sided Platforms

Incognia Room

As MiCA Comes Into Effect, Here's What Companies Need to Know

LegitScript Room

The State of Trust and Safety in the Sharing Economy

EverC Room

2:35 PM - 3:05 PM

The Red Thread of Trust and Safety in Marketplace Operations
Incognia Room

Marketplaces are the Present, and Future, of Gen AI Embedded Payments

LegitScript Room

How to Build a Marketplace with a White Sheet of Paper

EverC Room

3:15 PM - 3:45 PM

Developing Trust & Safety Policy Best Practices for your Marketplaces
Incognia Room

Navigating Insurance Challenges in Micromobility: Ensuring Sustainability and Operational Viability

LegitScript Room

Interview With The Hacker
EverC Room

3:45 PM - 4:10 PM

Afternoon Coffee Break
Marble Foyer

4:10 PM - 4:50 PM

A Strong Defence – Managing Marketplace Claims in a Tough Legal Environment
Incognia Room

Monetising Your Payments as a Marketplace
LegitScript Room

SCHEDULE AT-A-GLANCE

Integrating Sextortion Prevention into Trust & Safety Strategies

EverC Room

5:00 PM - 5:30 PM

Incident Response Best Practices

Incognia Room

How Quickly Will Autonomous Vehicles Dominate Marketplaces

LegitScript Room

Beyond Content Moderation: Going Upstream with Digital Intelligence

EverC Room

5:30 PM - 7:30 PM

Networking Reception hosted by Aon

Aon

7:30 PM - 9:30 PM

Nightcap

TBD

THURSDAY 14 NOV

8:00 AM - 9:00 AM

Check In & Registration

Lloyd's of London

9:00 AM - 9:40 AM

Keynote

Old Library

9:40 AM - 9:55 AM

Morning Coffee Break

Marble Foyer

9:55 AM - 10:40 AM

The Rise of Scams: Protecting Your Marketplace and Rebuilding Trust

Incognia Room

Beyond KYB and KYC: Why Marketplaces Need to 'Know Your User'

LegitScript Room

Moderation Design Frameworks for Online-Offline Platforms

EverC Room

10:50 AM - 11:20 AM

Policy as a Risk Management Tool

Incognia Room

Scaling Trust & Safety Operations as Your Marketplace Grows

LegitScript Room

Using AI to Drive Positive Impact in Online Marketplaces

EverC Room

11:30 AM - 12:00 PM

Why Traditional KYC Isn't Enough: New Approaches to Trust in Digital Platforms

Incognia Room

Identifying Best Practices for AI and Automation in Trust and Safety

LegitScript Room

Workshop Part 1: Building Parental Trust in Online Content

EverC Room

12:10 PM - 12:50 PM

The Future of Marketplace Payments

Incognia Room

12:10 PM - 12:45 PM

Scale-Up Technology Enablement for Marketplaces Where Risk & Fraud Mitigation Become Key Pillars for Growth

LegitScript Room

12:10 PM - 12:40 PM

Workshop Part 2: Building Parental Trust in Online Content

EverC Room

12:30 PM - 1:30 PM

Networking Lunch

Marble Foyer

1:15 PM - 1:45 PM

What Will the New Labour Government Mean for the Sector?

Incognia Room

Building the Future: Cultivating the Next Generation of Trust and Safety Leaders

LegitScript Room

Workshop Part 1: Train Your Own AI Risk Model

EverC Room

1:55 PM - 2:25 PM

The Online Marketplace of Financial Sextortion

Incognia Room

Frictionless Age Assurance: Protect Your Revenue, Reputation, and Your Users

LegitScript Room

Workshop Part 2: Train Your Own AI Risk Model

EverC Room

2:35 PM - 3:05 PM

Leveraging your Community to Scale your Marketplace

Incognia Room

The Future of Work: How Marketplaces Shape the Talent of Tomorrow

LegitScript Room

TBD

EverC Room



Prevent fraud with the next-generation identity signal

Combine tamper-resistant device and browser fingerprinting with location intelligence to provide a secure and frictionless experience for every user.



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We solve:

 Listing scams

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6x
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AGENDA TUESDAY 12 NOV – WEDNESDAY 13 NOV

TUESDAY

5:30 PM - 8:00 PM

Apollo HQ

Welcome Reception hosted by Apollo

Join fellow attendees at the Welcome Reception as we kick off the start of the 2024 Marketplace Risk Global Summit, hosted by Apollo Underwriting at their London headquarters. As the sun descends over the city skyline, we extend a warm invitation to join us at the Welcome Reception — a laid back networking reception with old friends and new. This first event will unite global thought leaders, innovators, operators and experts, all driven by a shared goal to explore, innovate, and shape the future of marketplaces and digital platforms.

WEDNESDAY

8:00 AM - 9:00 AM

Lloyd's of London

Check In & Registration

Be sure to arrive early at Lloyd's Main Reception to collect your name badge and enter through security.

KEYNOTE

9:00 AM - 9:40 AM

Old Library

Keynote | TBD

TBD

9:40 AM - 9:55 AM

Marble Foyer

Morning Coffee Break

Grab a coffee before the day's sessions kick off.

SESSIONS

9:55 AM - 10:40 AM

Incognia Room

Fraud-as-a-Service: GenAI and the Sophisticated Tools Used by Fraudsters | Eduardo Pires, Global Head of Industry, Food Delivery & Ride-hailing, Incognia; and Raphael Vasconcellos, Head of Logistics Fraud Prevention, iFood

Generative artificial intelligence, deepfakes and app cloners have gained prominence in recent months, causing millions of dollars in losses through fraud against financial institutions and retailers. In this lecture, we will present the latest malware and technological tools used by fraudsters to perpetrate large-scale fraud and delve into how each of these software functions, the primary challenges faced thus far, upcoming trends in fraud, and, most importantly, how institutions can defend themselves against these large-scale attacks. The session will discuss deepfakes, app cloners, emulators, virtualizers, image injection, and their impacts on fraud techniques such as fake accounts, voucher abuse, refund abuse, and identity fraud.

9:55 AM - 10:40 AM

LegitScript Room

Disintermediation Across Service Types: Challenges, Prevention & Policies | Aidan Dugan, Business Verticals Group Manager, Fiverr; and Dasha Rosenberg, Group Manager of Marketplace Integrity & Policies, Fiverr

This presentation dives into disintermediation and how it manifests across different types of services, highlighting examples from the many different kinds of services on the Fiverr marketplace, and the challenges that come with trying to detect and prevent disintermediation across many different kinds of services and interactions. It also dives into setting policies and guidelines per service based on these learnings, how to best prevent disintermediation, and how to leverage AI to do so. It will look at the different parameters that could make an interaction more at risk (in person vs online, expensive vs cheap, ongoing vs one time, etc), how disintermediation is initiated (trying to communicate off platform or directly to paying off platform), and who is doing the initiation.

AGENDA WEDNESDAY 13 NOV

9:55 AM - 10:40 AM

EverC Room

Building Trust, Safety, and Success in Global Marketplaces | Claire Dyball, Head of Legal, Fruugo; and Ariel Tiger, CEO, EverC

As a global marketplace attracting 35 million shoppers monthly, Fruugo is committed to delivering a seamless, localized experience for consumers worldwide. However, with growth comes increasing regulatory compliance and the challenge of addressing threats from bad actors and counterfeit goods. In this session, Fruugo and EverC will share how their partnership has transformed Fruugo's compliance and risk management strategy. By adopting a multi-layered, tech-powered approach, Fruugo has enhanced its platform's integrity, ensuring safer ecommerce and compliance with complex international regulations. Attendees will learn how marketplaces can prepare for heightened accountability and leverage AI and human intelligence (HI) to implement scalable risk solutions.

10:50 AM - 11:20 AM

Incognia Room

Avalara | TBD

TBD

10:50 AM - 11:20 AM

LegitScript Room

The Skinny on New Weight Loss Drugs: Why They're Creating Risk on Your Platform and What to Do About It | Luca Jarone, Marketplace Solutions Consultant, LegitScript

The staggering popularity of new weight loss drugs combined with a global shortage has created the perfect storm for problematic behavior on marketplaces and across the internet. Counterfeits, unapproved brands, problematic ads, shady affiliates, and outright scams are just a few of the problems erupting from this explosive market. In this presentation of the dynamic GLP-1 industry, we'll explore the myriad ways in which bad actors are infiltrating platforms and marketplaces to make a quick buck on desperate consumers. You'll get data on fraudulent behavior LegitScript has been tracking across the internet and learn about trends we're watching for as the market evolves. With practical tips and real examples of problematic behavior, you'll better understand your risk and learn what to watch out for.

10:50 AM - 11:20 AM

EverC Room

The Future of Insurance Partnerships for Marketplaces | Xander Fritz, Director, Risk & Insurance, DoorDash; and Chris Moore, Head of Apollo, Apollo ibott 1971

What new insurance solutions do marketplaces need to solve? What are the challenges? How do you build insurance partnerships that are dynamic and fit for purpose. We will provide answers from the lens of one of the largest marketplaces (DoorDash) and the Insurer (Apollo).

11:30 AM - 12:00 PM

Incognia Room

The ROI of T&S: How to Position Trust & Safety as a Revenue Imperative | Ailís Daly, Panel Moderator, Head of Trust & Safety, WebPurify; Patrick Lawler, Global Head of Safety Policy, Bolt; and Eoin O'Reilly, Director of Enterprise Risk, Etsy

Revenue and trust and safety are often not words that go hand-in-hand. At many companies, trust and safety is viewed as a cost center and teams that do this work can struggle to get the resourcing they need or have the work made a priority. However, in recent years, we've seen high-profile instances (e.g. Stop Hate for Profit, Cambridge Analytica, YouTube ad boycott, Musk-Twitter acquisition) of trust and safety incidents having a significant impact on a company's reputation, user base, and ultimately revenue, with companies learning that a loss of trust with one's customers impacts their bottom line. This panel will probe deeper into how trust and safety leaders can ensure their organizations understand the criticality of investment in this space, develop products and features responsibly, and position this work as not just morally or legally necessary, but also an imperative for building a durable business.

What's *HIDING* on YOUR Marketplace?

LegitScript can help.

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AGENDA WEDNESDAY 13 NOV

11:30 AM - 12:00 PM **Expanding to America: Legal Considerations & Structures** | Alex Kroeger, Attorney, LegitScript Room; Larson King; and Aurelija Pletiene, Director of Engineering, Vinted

Expanding into the US can be financially rewarding, but also open your company up to significant risk. In this session we will cover what steps marketplaces need to take to ensure their company is protected in a new market.

11:30 AM - 12:00 PM **Combining Text and Tabular Data in Machine Learning** | James Hawrych, Machine Learning Engineer, Bumble; EverC Room

In this presentation we will discuss the importance of combining text and tabular data in machine learning models, particularly in customer support routing and classification. We will explore how to combine a tabular model with natural language approach (NLP) using a large language model, by fine tuning the LLM and combining text and tabular features using late fusion. The resulting multi-modal model considers both text and tabular data which allows for more accurate predictions, and in the customer support scenario, leads to an improved customer experience.

12:10 PM - 12:40 PM **Signals, Scale, and Strategy: How GetYourGuide Combats Supplier Fraud** | Poornima Sethu, Customer Success, Persona; and Gianmichele Zappia, Head of Risk and Fraud, GetYourGuide; Incognia Room

For fast-growing global marketplaces, a robust and trustworthy supply base is crucial. But as platforms expand, so do the threats of sophisticated supplier fraud, from counterfeit sellers to complex money laundering schemes. In this session, moderated by Persona, GetYourGuide will share how they've successfully scaled their seller onboarding process across 190+ countries, all while ensuring compliance with local regulations like the DSA. Learn how they leverage advanced identity signals, cross-referencing, and link analysis to fight fraud without adding operational complexity, and walk away with actionable strategies to enhance your own fraud prevention efforts globally.

12:10 PM - 12:50 PM **Platforms and Marketplaces: Protection Needs and Opportunities Through Embedded Coverage for Customers** | Spencer De Rosa, Insurance Manager, Wolt; and Rami Soysa, SVP – International Affinity, Marsh; LegitScript Room

Join our panel to explore the key findings from the latest Open and Embedded Insurance Observatory report, realized in collaboration with Marsh and Sure, on the protection needs and embedded protection opportunities of digital platforms and marketplaces. We will delve into how platforms and marketplaces are evolving, their unique risks, and the critical role of embedded protection in enhancing network effects and resilience. Key takeaways will include actionable insights on tailored protection solutions, the integration of technology for personalized coverage, and collaborative strategies for insurers and platforms. Attendees will gain practical knowledge to harness embedded protection as a growth enabler for their businesses.

12:10 PM - 12:45 PM **Safety by Design for Online Communities** | Sasha Mathew, Head of Policy, Bumble; and David Sullivan, Executive Director, Digital Trust & Safety Partnership; EverC Room

This panel brings together expertise from across the T&S landscape, to articulate the concept of safety as a design paradigm for online communities, its benefits and rationale, and offer an approach for implementing safety by design at an organizational level. The panel will cover (and potentially extend beyond) the highlights of the soon-to-be-launched TSPA curriculum chapter on Safety by Design. Audience members can expect to gain, at a high level:

- An understanding of the Safety by Design approach and standard frameworks for assessing risks of harm.
- An overview of implementing a Safety by Design approach within an organization.

AGENDA WEDNESDAY 13 NOV

12:30 PM - 1:30 PM

Marble Foyer

Networking Lunch

Grab lunch with old friends and new colleagues in the Marble Foyer.

1:15 PM - 1:45 PM

Incognia Room

TBD | TBD

TBD

1:15 PM - 1:45 PM

LegitScript Room

Micro-Mobility – How Trust and Safety Data Has to Shape Regulation to Ensure Its Future! | Jugs Chaudhery, Class Leader, Accident & Health, Apollo ibott 1971; and Daniel Severin, Head of Insurance, Bolt

On this panel we will discuss the struggles of late of micro-mobility providers but also how the long-term sustainability of Micro-Mobility operators relies on creating better regulation and fit for purpose insurance requirements. That can only be achieved by collaborating with regulators and demonstrating trust and safety with compelling risk data.

1:15 PM - 1:45 PM

EverC Room

Building Trust Through Ad Safety: How to get Started with Revenue Policy | Nardin Sarkis, Platform Policy Expert, Revenue, Discord

The session "Building Trust Through Ad Safety" offers a comprehensive introduction to foundational practices for ensuring ad integrity for marketplace and digital platforms. Attendees will learn key principles of ad safety, including brand safety, fraud prevention, and creating buy in from XFN stakeholders. The session will cover the essentials of developing effective revenue policies that balance business development with user trust. Key takeaways include actionable strategies, best practices, and tools for building a secure and profitable ad ecosystem.

1:55 PM - 2:25 PM

Incognia Room

Unmasking Ban Evasion: Innovative Fraud Prevention Tactics for Multi-Sided Platforms | TBD

Detecting and banning bad actors is just the beginning. The real challenge is keeping them off your platform. This panel will discuss the underlying strategies used to evade bans and how marketplaces can crackdown on them to create a safer community. In this session, experts will explore: The most common strategies used by bad actors to evade account bans. The downstream effects of ban evasion and its impact on user trust and platform reputation. How to combine device identifiers and behavioral signals in order to distinguish between legitimate users and bad actors.

1:55 PM - 2:25 PM

LegitScript Room

As MiCA Comes Into Effect, Here's What Companies Need to Know | Ted James, Associate Legal Counsel, LegitScript

The European Union's Markets in Crypto Assets regulation (MiCA) is a sweeping set of measures that aim to maintain financial stability by regulating crypto assets. Set to go into full effect in December, MiCA provides a framework for monitoring compliance and evaluating legal and reputational risk for entities touching the crypto asset space. How will this impact internet companies? Because this is a nascent framework, MiCA lacks a specific history of interpretation, litigation, and enforcement, not to mention the manner in which it will interact with existing regulatory schemes such as anti-money laundering and consumer protection regulations. Risk assessments will need to remain dynamic, and entities with exposure need to continuously monitor the moving pieces. In this presentation, LegitScript Associate Counsel Ted James helps you understand the framework of MiCA, explains how it impacts internet companies, and offers insight on balancing.

Why MarketView?

Trusted by the world's biggest marketplaces, **MarketView** is the only fully automated, AI-driven solution that identifies and eliminates hazardous, counterfeit, and recalled products in your portfolio.

SPEED

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SCALE

Handle tens of millions of items daily, enabling you to grow your portfolio quickly without sacrificing safety

TECHNOLOGY

Vertically AI powered platform with continuously optimized models delivering relevant, actionable findings

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Our models have been trained on **over 10.4 billion products** and are continuously improving via daily data feeds

CUSTOMIZATION

Unmatched capability to **tailor the solution** to your evolving needs, such as your Terms of Service

NO CODE INTEGRATION

Flexible integration options via UI, API or file exchange to enable quick implementation with existing systems

Product-level risk intelligence for the ecommerce ecosystem

Scan

Millions of products across multiple regions and categories

30M

items scanned per day

Analyze

Billions of product-level data points including text, images, and metadata

90%

precision

Identify

Illicit products automatically, within minutes

5 mins

to detect suspicious products

Eliminate

Suspicious products based on your marketplace Terms of Service

95%

of findings actioned automatically

Protect your platform from illicit activity that can cause financial losses and damage your brand. Contact us at info@everc.com

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1:55 PM - 2:25 PM

EverC Room

The State of Trust and Safety in the Sharing Economy | Claire Galbois-Alcaix, Sr Director, Jumio

Fostering a relationship of trust and an environment of safety goes well beyond keeping fraudsters out. It's become a brand imperative. In this session, we will provide an overview of the sharing economy, including the factors to consider as you seek to build trust and safety through an online identity verification program. You will learn about: The Sharing Economy at a Glance, The State of Trust and Safety in the Sharing Economy, How the Industry is Working to Instill Trust and Safety, Challenges with Online Identity Verification, Five Elements of a Successful Solution.

2:35 PM - 3:05 PM

Incognia Room

The Red Thread of Trust and Safety in Marketplace Operations | Fernanda Castillo, T&S Manager, Wallapop; Chris Downie, Founder, Pasabi; and Dom Sparkes, T&S Director, Concentrix

T&S Director for Concentrix Dom Sparkes will explore the challenges and issues faced by retailers and marketplaces in terms of Trust and Safety throughout the industry. T&S Manager at online marketplace Wallapop Fernanda Castillo and Chris Downie, Founder of Fraud Detection platform Pasabi, will discuss their views from the angle of both the classified and retail sectors and how T&S is no longer just a moderation cost, but a company-wide thread of risk management. You will learn about process, compliance, technology and more, with real examples of T&S from two fast-growing companies.

2:35 PM - 3:05 PM

LegitScript Room

Marketplaces are the Present, and Future, of Gen AI Embedded Payments | Jason Howard, CEO, Caf; Ambreen Khasru, Global Head of Compliance, YouLend; and Holly Sandberg, Director of Trust and Security, Reverb

Marketplaces were at the vanguard of embedded payments. In the always-on, connected economy that marketplaces helped create, embedded payments are the fuel that powers easy, seamless digital transactions. The rise of embedded finance and connected commerce have made payments seamless and "invisible" to the consumer, and while this is highly convenient, it also presents challenges in fighting fraud and identity verification. Marketplaces banks and payment providers have to be able to accurately identify who they are interacting with and authorizing to send and receive payments across the entire digital spectrum.

2:35 PM - 3:05 PM

EverC Room

How to Build a Marketplace with a White Sheet of Paper | Juliet Eccleston, Founder and Strategic Advisor, Shared Advisory; and David Stapleton, Founder, BUA FIT

Inspired by the success of BUA FIT, this session will explore how to create a marketplace from scratch. Learn how BUA FIT originally connected fitness trainers with clients in parks and online, turning a simple idea into a thriving platform which has recently pivoted to a B2B wellness marketplace. We'll cover essential topics such as identifying market gaps, building a scalable platform, and fostering community engagement. Whether you're starting a marketplace or improving an existing one, this session offers practical insights for turning a blank slate into a successful business.

AGENDA WEDNESDAY 13 NOV

3:15 PM - 3:45 PM

Incognia Room

Developing Trust & Safety Policy Best Practices for your Marketplaces | Laura DeBenedetto, Product Policy Manager, Meta Camilla Hegarty, SVP Global Practice Lead & Business Development T&S, Teleperformance; and Aurelija Pletiene, Director of Engineering, Vinted

This session will explore the essential components of creating and implementing effective trust and safety policies in today's digital landscape. The panel will discuss the development of comprehensive policies, the integration of best practices, and the importance of cross-functional collaboration. Attendees will learn about real-world examples and strategies for addressing challenges, ensuring compliance, and fostering a safe and trustworthy environment for users. Don't miss this opportunity to gain valuable insights from industry leaders and enhance your understanding of trust and safety policy development.

3:15 PM - 3:45 PM

LegitScript Room

Navigating Insurance Challenges in Micromobility: Ensuring Sustainability and Operational Viability | Daniel Severin, Head of Insurance, Bolt; and Sam Tiltman, Head of Sharing Economy and Mobility Industry Group UK, Marsh Limited

This panel will delve into the critical relationship between micromobility operations and insurance sustainability, exploring the challenges and opportunities that lie ahead. We will examine the current insurance landscape, focusing on the viability and sustainability of insurance models for micromobility. Additionally, we will address the importance of collaboration within the insurance industry and the regulatory considerations that impact operations, as well as exploring future trends that could shape the insurance framework for micromobility.

3:15 PM - 3:45 PM

EverC Room

Interview With The Hacker | Pearlé Nwaezeigwe, Trust and Safety Consultant; and Willem T, Technical Director, Azacus.io

Have you ever wondered what makes a hacker tick? Thought about how or why they could possibly wish to target your scaling business or emerging platform? What value they might get from you, and what kind of damage they might try to inflict? What better way to find out than to ask them in person!? Willem is a professional Penetration Tester, sometimes referred to as an "ethical hacker" or as we like to say, a friendly one. Join Willem in conversation with the Yoncé of Tech Policy, Pearlé Nwaezeigwe, for what promises to be a memorable highlight of your 2024 Global Summit. Find out about the path behind the person, the hacker's mindset, and how Pentesting can form the foundations of your Cyber Security plans.

3:45 PM - 4:10 PM

Marble Foyer

Afternoon Coffee Break

Have a coffee with old friends and new colleagues in the Marble Foyer.

4:10 PM - 4:50 PM

Incognia Room

A Strong Defence – Managing Marketplace Claims in a Tough Legal Environment | Jessica Ballard, Vice President - Risk, Claims, Customer Support, Outdoorsy; Ian Beckett, Claims Manager, Apollo ibott 1971; and Flavia De Mattia, Head of Risk & Insurance Analytics, Lime

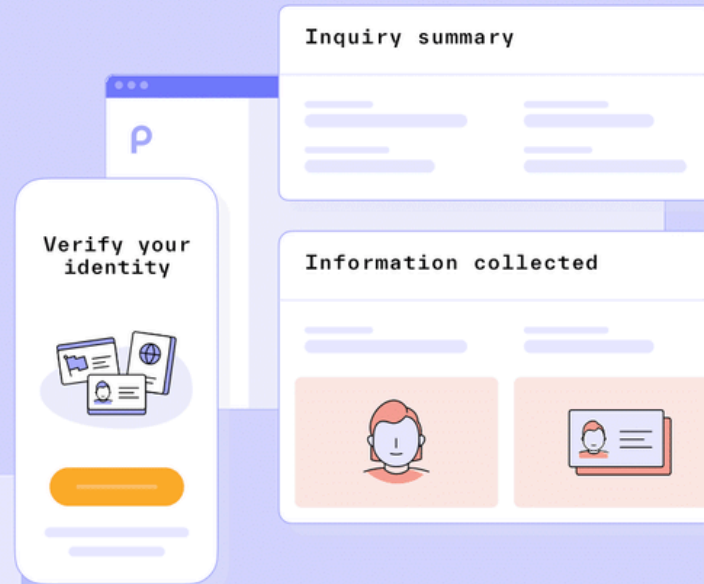
Discussion on how there is a lot of uncertainty with regulation and responsibilities of marketplaces and the challenges this brings in a claims situation. How risk management and key trust and safety partnerships can make for better claims defences and thus save marketplaces money. Panellists from Turo, Lime and DoorDash.



Build trust globally. Fight fraud at scale.

Trust can't exist without safety. Protect your marketplace with identity solutions that are painless for you and your users and painful for fraudsters.

One unified identity platform
for balancing conversion and risk



01 Craft dynamic user experiences

Build trust with branded, customizable flows tailored for individuals and businesses globally. Dynamically adjust friction based on real-time risk signals to balance risk and conversion.

03 Proactively discover and block fraud

Catch fraudsters at every stage of the customer lifecycle without adding unnecessary friction. Passively screen and identify fraud clusters, holistically investigate edge cases, and proactively block known bad actors.

02 Meet evolving compliance regulations

Navigate and adapt to emerging marketplace requirements such as INFORM Act, DAC7, and age verification mandates with customizable solutions tailored to help you meet regional requirements.

04 Automate and orchestrate identity processes on one platform.

Consolidate all identity data on Persona through data importers and integrations with the top risk signals. Then, build workflows to automate decisioning, customer follow-up, and more.

Trusted by our partners



AGENDA WEDNESDAY 13 NOV

4:10 PM - 4:50 PM

LegitScript Room

Monetising Your Payments as a Marketplace | Alex Mackenzie, Director & Co-Founder, Ryft; Sam Royle, Co-Founder & CEO, SoSquared; and Chloe Smith, Co-Founder & CEO, Tuft

This session will explore how marketplaces can shift from traditional SaaS fee models to unlock hyper-growth by adopting a Payments-as-a-Service (PaaS) approach. We will discuss the key strategies, technologies, and operational shifts needed to transition, highlighting how payments can become a core revenue driver rather than a cost center. Attendees will gain insights into practical steps for scaling through PaaS and learn from real-world examples of marketplaces that have successfully made this transformation.

4:10 PM - 4:50 PM

EverC Room

Integrating Sextortion Prevention into Trust & Safety Strategies | Will Gardner, CEO, Child Net International; Arnika Singh, Co-Founder, Social & Media Matters; Michael Tunks, Online Safety Principal-CSA, Ofcom; and David Wright, CEO, SWGfL

This session explores the growing threat of sextortion on digital platforms, fueled by advanced AI and deepfake technologies. With sextortion cases rising, platforms face increasing challenges in trust and safety. We'll examine how these attacks exploit vulnerabilities, the lack of robust detection systems, and the limited resources available to victims. The session will highlight preventive strategies, technical solutions, and regulatory frameworks needed to protect users, reduce platform risk, and enhance community trust. Attendees will gain insights into proactive measures to mitigate sextortion and safeguard their platforms.

5:00 PM - 5:30 PM

Incognia Room

Incident Response Best Practices | Jessica Ballard, Vice President - Risk, Claims, Customer Support, Outdoorsy; Jeremy Gottschalk, CEO & Founder, Marketplace Risk; and Kristin Kupiec, Associate Manager, Community Response, DoorDash

Incidents and legal threats are inevitable, regardless of how robust your trust and safety policies may be. Join this session for a comprehensive roadmap for preparing and responding to such events, emphasizing the importance of centralized monitoring and information preservation. It details effective engagement strategies with users, media, law enforcement, and attorneys, highlighting empathy and timely responses. The session will offer practical advice on managing user complaints, social media crises, and legal inquiries while maintaining a strong legal posture. Attendees will learn how to turn challenging situations into opportunities to reinforce trust and safety within their platforms.

5:00 PM - 5:30 PM

LegitScript Room

How Quickly Will Autonomous Vehicles Dominate Marketplaces? | Ben Loewenstein, European Policy & Government Affairs, Waymo; Rebecca Marsden, VP of Commercial Finance, Oxa; and Chris Moore, Head of Apollo, Apollo ibott 1971

Autonomous vehicles (AVs) are poised to revolutionize the rideshare and delivery industries through strategic partnerships between AV companies and major platforms like Uber and DoorDash. This session will explore the rapid advancements in autonomous technology and how these partnerships are expanding, reshaping logistics and mobility across marketplaces. Our panelists from Oxa, Uber, DoorDash, and Waymo will discuss the current state of autonomous vehicle integration, the challenges and opportunities ahead, and how large-scale adoption could change the future of both consumer and B2B marketplaces. Join us to dive into how quickly AVs will dominate and disrupt these sectors, driving innovation and new growth opportunities.

AGENDA WEDNESDAY 13 NOV – THURSDAY 14

5:00 PM - 5:30 PM

EverC Room

Beyond Content Moderation: Going Upstream with Digital Intelligence | James Smith, Head of Trust and Safety, Protection Group International

What will solve the most egregious of online harms? Machine Learning? AI? AGI? What if we told you the answer is Carbohydrates... The human brain remains the most agile and creative computer in existence. Used for malign intent, it can create complex harm-networks designed specifically to defeat risk, safety policies and trust operations. It cannot be matched for speed and ingenuity by machines, and all for just 20 watts of electrical power. In this session, PGI will discuss how they successfully enable Trust & Safety operations, using human-led intelligence professionals that go head-to-head with the world's most harmful online actors. Learn about how to integrate digital intelligence into your risk controls, and walk away with a reminder that not every tech problem is solved by the machines!

5:30 PM - 7:30 PM

Aon

Networking Reception hosted by Aon

Join us for an exclusive Networking Reception at AON, where the world's foremost leaders in risk management and marketplace dynamics will come together to foster collaboration, share insights, and build meaningful connections. Hosted as part of the Marketplace Risk Global Summit, this evening event promises to be a highlight of the summit.

7:30 PM - 9:30 PM

TBD

Nightcap

Head on over to finish off the night with a drink among friends.

THURSDAY

8:00 AM - 9:00 AM

Lloyd's of London

Check In & Registration

Be sure to arrive early at Lloyd's Main Reception to collect your name badge and enter through security.

KEYNOTE

9:00 AM - 9:40 AM

Old Library

Keynote | TBD

TBD

9:40 AM - 9:55 AM

Marble Foyer

Morning Coffee Break

Grab coffee with old friends and new colleagues at the Marble Foyer.

SESSIONS

9:55 AM - 10:40 AM

Incognia Room

The Rise of Scams: Protecting Your Marketplace and Rebuilding Trust | Jessica Ballard, Vice President, Risk, Claims, Customer Support, Outdoorsy; and Roy Zur, Founder & CEO (Stealth), Team8

As scams rise, digital marketplaces face a critical challenge: protecting users while maintaining trust. In this session, Roy Zur, a serial cybersecurity and FinCrime entrepreneur, will unveil a 360-degree approach to scam protection that covers prevention, detection, intervention, and remediation. Attendees will learn how to proactively safeguard their marketplace with behavior modification, real-time threat detection, scam intervention, and incident response. With actionable insights and proven strategies, you'll be empowered to reduce fraud, protect your community, and rebuild trust. This session offers founders and platform leaders practical steps to outsmart scammers and create a safer, more reliable marketplace.

9:55 AM - 10:40 AM

LegitScript Room

Beyond KYB and KYC: Why Marketplaces Need to 'Know Your User' | Lee Clifton, Global Head of Payments Performance and Strategy, Stripe; Vasileios Konteas, Head of Due Diligence and KYB, DHPay; Emma Lindley, Managing Director, Caf; and Holly Sandberg, Director of Trust and Security, Reverb

In the marketplace economy, the notion of who and what is a "business" becomes increasingly blurry. When individuals are buying and selling to one another, then technically every person becomes a business. In this reality, marketplaces cannot rely on KYB and KYC in the traditional sense. Instead, they must adopt more dynamic and flexible identity verification processes that can accommodate the diverse nature of their users. This involves leveraging advanced technologies like AI and machine learning to continuously monitor transactions and behaviors, ensuring that both buyers and sellers are legitimate and trustworthy.

9:55 AM - 10:40 AM

EverC Room

Moderation Design Frameworks for Online-Offline Platforms | Sasha Mathew, Head of Policy, Bumble; and Charlie Nevill, Head of Strategy and Enablement, Bumble

Online-offline platforms vary vastly in their design, user base, business models and affordance sets. As such, there is less industry convergence on a baseline approach to making foundational moderation decisions for platforms that facilitate online and offline contact amongst their users. This panel seeks to highlight some of these threshold questions for a moderation team at an online-offline platform, and throw light on best practice approaches to decision-making in these areas from a range of platforms across the industry. Some themes the panel will explore: designing a harm assessment framework that effectively accounts for the dimensions of offline harms, building a taxonomy of offline harms, assessing evidence and evaluating competing claims, building a strong ecosystem of local partners, in-the-moment crisis response and evaluating the felt experience of safety interventions.

10:50 AM - 11:20 AM

Incognia Room

Policy as a Risk Management Tool | Agnes Evrard, Director, Trust and Safety, Brainly

Policy is one of the most important risk assessment and risk management tools as it sets up a company's direction from the very early days. Come learn how to use policies to understand; - How to set up foundational policies; How to involve stakeholders; How are the key metrics to get stakeholders' buy-in.

AGENDA THURSDAY 14 NOV

10:50 AM - 11:20 AM **Scaling Trust & Safety Operations as Your Marketplace Grows** | Camilla Hegarty, SVP
LegitScript Room

Global Practice Lead & Business Development T&S, Teleperformance; and Ryan Stevens, VP, Marketplace Strategy, Clutch

This session will explore the challenges and strategies associated with expanding trust and safety operations in rapidly growing marketplaces. The panel will share their expertise on scaling teams, leveraging data analytics, and implementing effective policies to maintain a secure and trustworthy platform. Attendees will learn about best practices for managing growth while ensuring the safety and satisfaction of users. Don't miss this opportunity to hear from top leaders in the field and gain valuable insights on successfully scaling trust and safety operations.

10:50 AM - 11:20 AM **Using AI to Drive Positive Impact in Online Marketplaces** | Sasha Haco, CEO &
EverC Room

Founder, Unitary; and Sophie Walsh, Head of Trust & Safety, Depop

How can online marketplaces leverage AI to improve safety and reduce risk? Where can AI help, and where are the gaps? We'll dig into specific use cases of where AI is making a difference, where we see potential, and where the gaps are.



When it comes to content moderation, let us look before your users see.

- **Trusted by 1 in 7 Fortune 100 brands.**
- **Robust AI models, including GenAI and IP infringement detection.**
- **24/7, dedicated human review enforcing fully-customizable criteria.**
- **Turnkey consultancy offering: From risk audits to regulatory compliance.**

AGENDA THURSDAY 14 NOV

11:30 AM - 12:00 PM **Why Traditional KYC Isn't Enough: New Approaches to Trust in Digital Platforms** | Ilya Brovin, Chief Growth Officer, Sumsu; and Mark Taylor, Global Head of Financial Crime / MLRO, CEX.IO

Incognia Room

Traditional Know Your Customer (KYC) processes are struggling to keep up with the rapidly changing landscape of online threats. In this session, we will dive into the limitations of conventional KYC methods and explore new, more effective approaches for verifying user identities and building trust throughout the entire user journey. Learn how to leverage behavioral analytics and advanced fraud prevention techniques to enhance security while delivering a seamless user experience. We will also provide practical insights on how to integrate these innovative strategies into existing digital platforms and marketplace frameworks. Finally, we'll look ahead at the future of trust and verification, helping you prepare for the emerging challenges and opportunities in the digital marketplace ecosystem.

11:30 AM - 12:00 PM **Identifying Best Practices for AI and Automation in Trust and Safety** | Síne Creamer, Global Head of Content and Safety, Legal, Bumble; Miriam Estrin, Senior Manager, Government Affairs and Public Policy, Google; and David Sullivan, Executive Director, Digital Trust & Safety Partnership

LegitScript Room

Artificial Intelligence (AI) and automation enable trust and safety operations to scale to address the speed and volume of abusive content and behavior online. Although AI and automation are not a panacea and come with several challenges and limitations, addressing content and conduct-related abuse at-scale is not possible without them. This presentation, based on a forthcoming report from the Digital Trust & Safety Partnership, will identify use cases and best practices for using AI in trust and safety, including opportunities for generative AI.

11:30 AM - 12:00 PM **Workshop Part 1: Building Parental Trust in Online Content** | Farah Lalani, Senior Manager, Trust & Safety, Amazon Prime Video

EverC Room

Parents face many challenges when managing their children's online content exposure. This workshop will explore how platforms can help parents make informed decisions by providing key signals and implementing effective age-gating. We'll also discuss the role of algorithms in curating content, the importance of exposing adolescents to appropriate mature themes, and how AI can enhance moderation for trusted content tailored to age and preferences. The goal is to develop actionable strategies for safer, more informed online experiences for children.

12:10 PM - 12:50 PM **The Future of Marketplace Payments** | Lyall Cresswell, CEO, Transport Exchange Network; Nick Fulton, Marketplace Product Advisor; Kebbie Sebastian, CEO, Merge; Craig Wordsworth, Head of Risk, Uber Payments UK

Incognia Room

In this session, we'll explore the evolving world of payments for online marketplaces. We will dive into the challenges of meeting the demand for fast, seamless payments while maintaining the safeguards needed for secure digital transactions. We'll also discuss the value of offering payment and financing options that cater to local market needs. Finally, we'll look into the role that generative AI (GenAI) may play to enhance processes like onboarding, risk management, and fraud prevention, helping to improve customer experiences and optimize costs.

AGENDA THURSDAY 14 NOV

12:10 PM - 12:45 PM

LegitScript Room

Scale-Up Technology Enablement for Marketplaces Where Risk & Fraud Mitigation Become Key Pillars for Growth | Jessica Christenson, Commercial Advisor, Scalably; Luke Hilton, VP Solution Engineering, Marketplacer; and Neil Tunbridge, Marketplace BD, Viva.com

We'll explore how the adoption of technology services allow for Risk and Fraud Mitigation can sit at the heart of high-growth businesses (scale-ups) but instead of being seen as inhibitors, they can act as springboards for success. With a cross section of Marketplace SaaS Technology (Marketplacer), a Cross Border Marketplace (Refurbed) and Platform integration Services (Scalably) the panel should be able to demonstrate the various technologies that sit at the heart of growth Platform businesses, but also the various roles they play and how their interconnectedness can act as a superpower.

12:10 PM - 12:40 PM

EverC Room

Workshop Part 2: Building Parental Trust in Online Content | Farah Lalani, Senior Manager, Trust & Safety, Amazon Prime Video

Parents face many challenges when managing their children's online content exposure. This workshop will explore how platforms can help parents make informed decisions by providing key signals and implementing effective age-gating. We'll also discuss the role of algorithms in curating content, the importance of exposing adolescents to appropriate mature themes, and how AI can enhance moderation for trusted content tailored to age and preferences. The goal is to develop actionable strategies for safer, more informed online experiences for children.

12:30 PM - 1:30 PM

Marble Foyer

Networking Lunch

Grab lunch with old friends and new colleagues in the Marble Foyer.

1:15 PM - 1:45 PM

Incognia Room

What Will the New Labour Government Mean for the Sector? | Lina Ghazal, Head of Regulatory & Public Affairs, VerifyMy; Carrie Anne Myers, Professor in Criminology and Victimology, City St George's, University of London; and Simon Newman, CEO, Online Dating and Discovery Association

An overview of the current legislative landscape across the UK and Europe, focusing on the Online Safety Act. I will also take a more in-depth look at what we expect to see during the current Parliament from the new Government in terms of proposed regulations, codes of practice and guidance as well as what the first few months have told us so far.

1:15 PM - 1:45 PM

LegitScript Room

Building the Future: Cultivating the Next Generation of Trust and Safety Leaders | Tess Buckley, Digital Ethics and Artificial Intelligence Safety, techUK; Megha Mishra, President, GirlsWhoML; Darshini Santhanam, Founder & Managing Director, The Human Skills Company; and Aditi Udaybhaskar, Program Manager for Trust & Safety Compliance, Meta

This panel delves into key themes pivotal for cultivating the next generation of trust and safety leaders, emphasizing community-building, mentorship, education and upskilling, and diversifying the tech talent pipeline as crucial components. Drawing from civil society, nonprofit, academic, and industry perspectives, it showcases the impact of career development programming, university collaborations, and impact-oriented hiring practices in a shifting and uncertain future of work in trust and safety. It underscores the industry's evolution and professionalization, including new formal and informal education pathways, resource hubs, and best practices.

AGENDA THURSDAY 14 NOV

1:15 PM - 1:45 PM

EverC Room

Workshop Part 1: Train Your Own AI Risk Model | Shaun Shirazian, CPO, Pipedrive (Former); and Ibby Syed, CEO, Cotera

The goal is to take a large amount of public sentiment data from a public company (like Chipotle) and guide the participants on how they can train an AI model to have predicted Chipotle's bout of e.coli before it actually happened. The rest of the talk will be centered around using your CX team to know about risk before it actually happens.

1:55 PM - 2:25 PM

Incognia Room

The Online Marketplace of Financial Sextortion | Avi Jager, Director of Child Safety & Human Exploitation, ActiveFence; and Pearlé Nwaezeigwe, Trust and Safety Consultant

Sextortion has surged by 18,000% since 2021, driven by an underground marketplace managed by groups like the Yahoo Boys. This hidden economy fuels sextortion by trading hacked nudes, scamming scripts, and fake social media profiles, making it a significant blind spot in platform security. Few recognize the full scope of this marketplace, which especially targets minors. This proposal focuses on the overlooked scale of these operations and advocates for a proactive, marketplace-driven strategy, targeting key transaction points to improve detection and collaboration across platforms to combat sextortion effectively.

1:55 PM - 2:25 PM

LegitScript Room

Frictionless Age Assurance: Protect Your Revenue, Reputation, and Your Users | Grace Callaghan, Process & Compliance Lead, Toolstation; Ed Harries, VP Payments, Visualsoft; and Tom Hodgson, CCO, VerifyMy

For many businesses that sell age-restricted products and content on marketplaces, accurately determining the age of their users online is critical. However, implementing age assurance shouldn't cost you business. This session focuses on how businesses can implement frictionless age assurance solutions that offer a quick and accurate way of determining user ages, whilst ensuring compliance with age-related regulations around items such as alcohol, vapes, kitchen knives, pornography and pharmacy medicines, as well as more recent, comprehensive legislation including the UK's Online Safety Act and the EU's Digital Services Act. These solutions can ensure full compliance whilst also minimising business disruption and ensuring a seamless user experience. Plus, discover more on our latest, ground-breaking proprietary age assurance solution that leverages just an email address to estimate a user's age.

1:55 PM - 2:25 PM

EverC Room

Workshop Part 2: Train Your Own AI Risk Model | Shaun Shirazian, CPO, Pipedrive (Former); and Ibby Syed, CEO, Cotera

The goal is to take a large amount of public sentiment data from a public company (like Chipotle) and guide the participants on how they can train an AI model to have predicted Chipotle's bout of e.coli before it actually happened. The rest of the talk will be centered around using your CX team to know about risk before it actually happens.

2:35 PM - 3:05 PM

Incognia Room

Leveraging your Community to Scale your Marketplace | Saasha Celestial-One, Co-Founder & COO, Olio

Olio's grassroots growth strategy - how we got started and scaled to now having 160,000+ volunteers spreading the word and rescuing food, cost effectively establishing supply and demand in thousands of communities all around the world.

AGENDA THURSDAY 14 NOV

2:35 PM - 3:05 PM

LegitScript Room

The Future of Work: How Marketplaces Shape the Talent of Tomorrow | Zandre Coetzee, VP of Finance, Job & Talent; Matthew Horrocks, Head of Private Equity, Malt; Tom Lamb, Head of UK, Aria; and Darshini Santhanam, Founder, The Human Skills Company

Join Europe's leading freelance and temporary work marketplaces as they share insights into the evolving world of talent and what the next three years could mean for enterprise organizations. Discover how platforms like Malt and JobandTalent are transforming the talent experience for both "blue collar" and "white collar" workers, and how they're adapting to new trends in workforce flexibility and worker engagement. Don't miss this opportunity to learn about the future of freelance and temp work and what it means for your business.

2:35 PM - 3:05 PM

EverC Room

TBD | TBD

TBD



A man with curly hair, wearing a blue button-down shirt, is standing and speaking to an audience. He is holding a pair of glasses in his right hand. The audience is seen from behind, with one person in the foreground wearing a dark blue sweater. The background is a plain, light-colored wall.

SPEAKER BIOGRAPHIES

SPEAKER BIOGRAPHIES

Jessica Ballard, Vice President, Risk, Claims, Customer Support, Outdoorsy

Jessica Ballard is a dynamic leader with extensive experience in risk management, claims, and customer support. Currently serving as VP of Risk, Claims, and Support at Outdoorsy, she excels at driving operational efficiency and bridging technical gaps in internal systems. Known for her ability to lead diverse teams and streamline processes, Jessica is passionate about customer satisfaction and operational excellence. Her leadership approach is both strategic and hands-on, ensuring cross-functional collaboration to achieve business goals.

Ian Beckett, Claims Manager, Apollo ibott 1971

Ian is Claims Manager for Apollo ibott syndicate 1971, with over 20 years of insurance industry claims experience.

Ilya Brovin, Chief Growth Officer, Sumsu

Ilya has over 20 years of experience in finance and private equity, having previously worked at such firms as Hellman & Friedman, Eton Park and Morgan Stanley. He has vast experience working with tech and financial services companies as an investor and board member/observer. At Sumsu, Ilya is responsible for growth and strategy, including key sales, strategic partnerships, fundraising, investor relations and M&A. Ilya has been featured on NBC Chicago TV Channel, in BBC Sounds and PayPod podcast, as well as quoted and interviewed by industry-leading media outlets such as CoinDesk, FinTech Magazine, FinanceFeeds among others.

Tess Buckley, Digital Ethics and Artificial Intelligence Safety, techUK

Tess is a digital ethicist and musician. After completing an MA in AI and Philosophy, focusing on ableism in biotechnologies, she worked as an AI Ethics Analyst, examining a dataset on corporate digital responsibility. She then contributed to developing a specialised model for ESG disclosure requests. Currently, at techUK, she focuses on demystifying and operationalising ethics through assurance mechanisms and standards. Her primary research interest lies in AI music systems and the impact of technology on differently abled individuals. Her overarching goal is to apply philosophical principles to make emerging technologies both explainable and ethical.

Fernanda Castillo, T&S Manager, Wallapop

Fernanda Castillo, current Trust and Safety Manager at Wallapop, and former Safety Manager at DiDi in LATAM (world's leading mobile transportation platform), is an expert in addressing safety incidents related to online platforms such as robberies, sexual harassment, aggressions, violence, fraud, and scams. She has developed and implemented safety protocols and features to protect users, ensuring a secure environment. With an engineering background and a postgraduate degree in project management, Fernanda effectively leads teams and manages complex projects providing valuable insights on maintaining trust and safety in digital platforms.

Saasha Celestial-One, Co-Founder & COO, Olio

Saasha Celestial-One is Co-Founder & COO of Olio, a free app harnessing the power of mobile technology and the sharing economy to provide a revolutionary solution to the problem of waste. Olio is growing quickly, empowered by 160k+ volunteers. Since 2016, 8m OLIOers have successfully shared over 190m portions of food and 11m household items with each other in 63 countries. Before Olio, Saasha founded London's first pay-as-you-go high street childcare provider & prior to that she spent 13yrs at Morgan Stanley, McKinsey & Amex. Saasha was named one of the UK's "Coolest Female Founders" by Business Insider & has an MBA from Stanford.

Jugs Chaudhery, Class Leader, Accident & Health, Apollo ibott 1971

Jahangeez (more commonly known as Jugs) has 20 years of underwriting experience in the London market and joined the Apollo 1971 team in 2021. Jugs is the Class Leader of A&H for Apollo 1971 as well as being a Senior Underwriter for all other lines of business within the syndicate. He has a BSc in Economics and a MSc in Insurance & Risk Management from Bayes Business School.

Jessica Christenson, Commercial Advisor, Scalably

Currently Commercial Advisor for Scalably. Jessica was previously Regional Vice President at Mirakl, the global leader in marketplace platforms for the UK and Nordics. Jessica has held senior roles in the Zalando group, including integrators Tradebyte and Anatwine as part of their successful platform marketplace strategy, where for 6 years she was responsible via various roles including sales, retail media, brand integration, and global customer success. She has considerable experience and expertise in all aspects of digital transformation and marketplaces.

Lee Clifton, Global Head of Payments Performance and Strategy, Stripe

Lee is a highly respected executive leader in the payments industry, with an unwavering passion for eCommerce. Throughout his career, he has successfully managed and developed multiple teams, nurturing talent and supporting their growth and career aspirations. As a natural leader, he inspires and empowers other leaders to achieve their goals. His solutions-focused mindset, combined with his proven ability to collaborate with the C-Suite, drives positive change and contributes to organizational success. He is a skilled negotiator with exceptional entrepreneurial abilities and a keen business sense.

SPEAKER BIOGRAPHIES

Zandre Coetzee, VP of Finance, Job & Talent

A professional chartered accountant with 10 years of experience in e-commerce/technology/internet industries and significant exposure to fund-raising and M&A. Seasoned, hands-on leader with a mindset focused on continuous improvement and disruptive, out-of-the-box thinking. Enthusiastic about start-up & hyper-growth companies. Recently part of a team that implemented a €250 million working capital securitisation line with Barclays and Fasanara.

Síne Creamer, Global Head of Content and Safety, Legal, Bumble

Síne serves as Global Head of Content and Safety, Legal at Bumble. She specialises in advising on all global matters relating to Trust and Safety such as compliance with online safety regulations, content moderation, product safety and law enforcement issues. She also lectures on social media law in Ireland. Prior to Bumble, Síne led the Safety, Content and Law Enforcement legal team at Twitter and was a practising barrister.

Lyall Cresswell, CEO, Transport Exchange Network

For 25 years Lyall Cresswell, Founder & CEO of Transport Exchange Group ('TEG') has been on a mission to digitalise the road freight industry in order to create a more collaborative & sustainable future. His many industry firsts include establishing a freight exchange where 8,500 businesses currently trade 2.5 million loads annually, launching the first mobile delivery app in 2004 and more recently 'Trustd' - a business identity platform, in 2023. This year saw Lyall and his team launch embedded payments and finance into the TEG platform, promising to massively reduce friction, errors and cost within the freight transport industry.

Ailís Daly, Panel Moderator, Head of Trust & Safety, WebPurify

Ailís Daly is the Head of Trust & Safety, EMEA at WebPurify and a veteran policy expert. Before joining WebPurify, Ailís served as the Global Head of Violence & Aggression Issue Policies at TikTok and practiced as a barrister at law. Throughout her impressive career in Trust & Safety, she has specialized in developing user-centric policies and transforming them into actionable, enforceable frameworks. With her combined expertise in law and tech, Ailís adeptly navigates the intricate regulatory landscape both within the EU and globally, offering strategic counsel to clients on maintaining compliance with ever-evolving regulations.

Flavia De Mattia, Head of Risk & Insurance Analytics, Lime

Flavia is Head of Risk & Insurance Analytics at Lime, the world's largest shared electric vehicle company. She is passionate about building a future where transportation is shared, affordable and carbon-free. In her current role at Lime she leads data-driven decisions around risk and insurance, with the goal of promoting safety. Prior to Lime Flavia worked for 10+ years in the insurance industry as an actuary and underwriter, most recently at Apollo ibott 1971 where she focused on new mobility and sharing economy insurance. She is a Fellow from the Institute and Faculty of Actuaries.

Spencer De Rosa, Insurance Manager, Wolt

Spencer is responsible for the Courier Program and Insurtech innovation at Wolt. Spencer spent the first decade of his career working as an underwriter across various industries and products, both in the US and within Europe, before joining Wolt a year ago. With a passion for insurance, and a belief that insurance innovation is critical to the gig-economy, Spencer has a strong focus in embedded insurance.

Chris Downie, Founder, Pasabi

Chris is CEO and co-founder of Pasabi. With a strong interest and extensive experience in AI and behavioural analytics, Chris leads the team in the application of Pasabi's fraud detection technology to help marketplaces and platforms tackle online threats, building trusted & safe experiences for their customers.

Aidan Dugan, Business Verticals Group Manager, Fiverr

Aidan is the Business Verticals Group Lead at Fiverr, where he leads a team of domain expert vertical managers and spearheads strategies to drive growth and enhance marketplace trust. The team is responsible for the strategy, growth, and operational efficiency of their vertical, including understanding market trends, managing supply and demand, building vertical specific experiences, and collaborating across teams to improve the vertical's performance. He started his career at a linguistics research group funded by DARPA and then lead product strategy for a fintech startup. He has an MBA from Tel Aviv University.

Claire Dyball, Head of Legal, Fruugo

Claire has worked with e-commerce companies for the past 7 years, working for UK online retailer, The Very Group, and now for global marketplace, Fruugo.com Ltd. Claire is a specialist in e-commerce legal, compliance and commercial issues and is well rehearsed in navigating the complex, ever evolving regulatory landscape for online retailers and international marketplaces. As Head of Legal at Fruugo, Claire acts as a strategic legal leader reporting directly to the company Board. Claire engages with e-commerce stakeholders and regulators across the world and oversees the company's governance with respect to platform content moderation.

SPEAKER BIOGRAPHIES

Juliet Eccleston, Founder and Strategic Advisor, Shared Advisory

Founder of Shared Advisory, providing unique access to the very best startup experts, ensuring the success of businesses globally. Former Chair of Sharing Economy Council within Confederation of British Industry and current Chair of Platform Economy UK a new trade body for Platform Economy startups. Has successfully founded a platform start up as well as led large, multi £m complex and global change initiatives across B2B, B2C, financial services, pensions, banking, retail, consulting, retail and technology. Speaker and Guest Lecturer focusing on the growth, success and challenges of platforms and marketplaces.

Miriam Estrin, Senior Manager, Government Affairs and Public Policy, Google

Miriam Estrin is Senior Policy Manager at Google, leading work on content regulation and AI & content responsibility around the world. Prior to joining Google, she worked as Policy Director in the U.S. Office of the Special Presidential Envoy for the Global Coalition to Counter ISIL. She has also served at the U.S. Department of State in the Office of the Special Envoy for Israeli-Palestinian Negotiations and the President's Special Envoy to Sudan, and worked at the Brookings Institution in Foreign Policy Studies. She was a Yale World Fellow and a Yale Law School Heyman Fellow. She has written on conflict, counterterrorism, proxy wars.

Agnes Evrard, Director, Trust and Safety, Brainly

Agnes started her career as an English and Media Literacy teacher and moved to the world of tech in 2012 when she started to look at brand risk for Wavematrix. She then went on to work for various Trust and Safety teams at Airbnb, Patreon and Vungle. She is currently working as the director of Trust and Safety at Brainly where she focuses on policy development, compliance with new regulations and user education.

Xander Fritz, Director, Risk & Insurance, DoorDash

Xander is a seasoned risk and insurance professional with 12 years of industry experience. His expertise lies in risk mitigation and claims, spanning corporate and technology platforms. His ability to navigate complex landscapes and his strategic approach have enabled him to optimize insurance operations for numerous organizations successfully. Through his comprehensive understanding of market dynamics and regulatory requirements, he has developed tailored risk management strategies, turning concepts into actionable insights that resonate with diverse audiences. His speaking session at the Marketplace Risk Conference promises to be informational.

Claire Galbois-Alcaix, Sr Director, Jumio

Claire has 25+ years of experience, developing go to market strategies for some of the most innovative AI and cloud technology companies. Claire focuses on helping organizations know and trust their customers online, using advanced identity proofing, risk assessment and compliance solutions to accurately establish, maintain and reassert trust.

Lina Ghazal, Head of Regulatory & Public Affairs, VerifyMy

Lina is a Trust & Safety professional with over a decade of experience in media and tech, both in the public (Ofcom) and private (TF1, Meta) sectors. She's currently leading regulatory and public affairs for safety tech provider VerifyMy. Lina is an expert in building large-scale policy initiatives and partnerships and has led engagements about online regulation with diverse groups of stakeholders and regulators across Europe, the Middle East, Africa and the US. Lina studied Law, Economics and Management at Ecole Normale Supérieure and Queen Mary University of London. She holds a Master of Finance & Corporate Strategy from Sciences Po Paris.

Jeremy Gottschalk, CEO & Founder, Marketplace Risk

Jeremy is a recognized expert in trust & safety, risk management, and legal strategy for online marketplaces and digital platforms. As the founder of Marketplace Risk, Jeremy leads a global platform dedicated to educating, networking, and empowering founders & leaders to build and scale successful digital businesses. Prior to launching Marketplace Risk, he served as General Counsel for Sittercity, the largest global childcare platform. Jeremy holds a JD from Loyola University Chicago School of Law and an MBA from Northwestern University's Kellogg School of Management.

Sasha Haco, CEO & Founder, Unitary

Sasha is the co-founder and CEO of Unitary, which builds Virtual Moderators: AI agents, backed up by expert human judgement, that replace a human moderation team. We believe the future of fast, accurate, low-cost moderation is an integrated team of ML engineers, AI agents and expert human agents working side-by-side, iterating constantly. Unitary's Virtual Moderators provide exactly this, delivering moderation at human-level accuracy for a fraction of the cost and zero engineering resource. Virtual Moderators are already transforming the operations of marketplaces to moderate listings, users and reviews.

James Hawrych, Machine Learning Engineer, Bumble

James is a machine learning engineer at Bumble Inc. Working in the Trust and Safety team, James creates and deploys machine learning models using a variety of different deep learning and traditional machine learning techniques. James' passion for machine learning began at university where he graduated with a MEng Engineering Science from the University of Oxford, having specialised in machine learning. Since then, James has gained over four years of experience working in software engineering and machine learning.

SPEAKER BIOGRAPHIES

Camilla Hegarty, SVP Global Practice Lead & Business Development T&S, Teleperformance

A highly experienced industry expert with over 25 years of expertise in service delivery, project management, and BPO program director roles for top-tier companies where she has built a reputation in Service delivery lead, policy development, insights management, and AI automation within the T&S function. With more than a decade of experience in T&S across numerous global clients, leading large-scale global operations, implementing innovative/agile solutions. As Global Practice Lead & business development at TP she looks to support clients across all industries (include eComm).

Luke Hilton, VP Solution Engineering, Marketplacer

With over 15 years in ecommerce, Luke Hilton serves as VP of Solution Engineering Global at Marketplacer. His career includes founding and leading an ecommerce-focused Systems Integrator for a decade, refining his entrepreneurial expertise. Previously, as Ecommerce Manager at Woolworths (Consumer Electronics), he managed ecommerce operations in AU/NZ. Luke is passionate about crafting innovative, customer-centered solutions that integrate advanced technology. In the fast-paced retail and ecommerce sectors, he's known for building lasting client relationships and delivering solutions that align with business goals and industry evolution.

Matthew Horrocks, Head of Private Equity, Malt

Matthew is an experienced Sales and Account Director who has worked across a number of industries over his career including the Public Sector, Professional Services, SaaS and Financial Services. He has worked with all sizes of organisations from Start Ups to Scale Ups to big Corporates.

Jason Howard, CEO, Caf

Jason Howard is the CEO of Caf and a longtime identity industry executive. Prior to CAF, Jason served in the leadership team at Ethoca, the world's first collaborative fraud prevention network, which was acquired by Mastercard, where he was responsible for driving global revenue growth and customer success.

Avi Jager, Director of Child Safety & Human Exploitation, ActiveFence

Dr. Avi Jager is the Director of Child Safety and Human Exploitation at ActiveFence, collaborating with major tech companies and UGC platforms to address child safety risks and malicious content. Featured in outlets like The Washington Post and Bloomberg, Avi is recognized as a leading expert in the field. He regularly speaks at government panels on online regulations and high-profile conferences.

Luca Jarone, Marketplace Solutions Consultant, LegitScript

Luca began his risk and compliance career in 2015 as the Portuguese Analyst at LegitScript. Today, as Marketplace Solutions Consultant, he strategizes with marketplaces, ad platforms, and social networks on the best ways to tackle dangerous content and reduce risk for the long term. His other interests include playing tennis, reading, and petting all of the dogs.

Ambreen Khasru, Global Head of Compliance, YouLend

Her recent focus has been on pioneering robust regulatory frameworks and crafting strategic compliance controls that align with global standards. Her team's efforts in policy development and risk management have been pivotal in fostering a culture of integrity and accountability within the organizations she has worked at. In her various Compliance roles, she has honed her skills in new markets and strategic planning, effectively contributing to the company's adherence to UK, EU, and US regulations. With fluency in English and French, she has been able to navigate complex multinational compliance landscapes, ensuring that operations stay ahead of regulatory developments.

Vasileios Konteas, Head of Due Diligence and KYB, DHPay

Head of Due Dilligence & KYB/KYC Compliance @ DHPay. Passionate about Risk and Compliance, Data-driven and focused on transforming the e-commerce landscape while maintaining the highest standards of due diligence and trust.

Alex Kroeger, Attorney, Larson King

Alex focuses her practice on corporate matters, business litigation, and insurance defense. She combines her expertise in business law with a deep understanding of the complexities of running a business, especially marketplace software companies. She advises a wide range of businesses engaged in developing and defending their products and services, from emerging companies needing strategies to mitigate risk to complex commercial transactions.

Kristin Kupiec, Associate Manager, Community Response, DoorDash

Kristin Kupiec is an experienced manager specializing in Critical Response and Law Enforcement Response within the Trust & Safety domain. Known for her dedication to community safety, Kristin leads efforts to ensure timely and effective responses to critical incidents and law enforcement inquiries, safeguarding user trust and platform integrity.

SPEAKER BIOGRAPHIES

Tom Lamb, Head of UK, Aria

Aria provides deferred payment infrastructure for the platform economy. Aria works with Europe's largest freelance platforms, B2B Marketplaces and Vertical SaaS companies to offer instant payments and embedded credit via API whilst letting platforms own their UX.

Patrick Lawler, Global Head of Safety Policy, Bolt

Patrick's expertise lies in building trust and safety functions to scale with expansion in rapidly growing tech environments. As Head of Safety Policy for the Public Policy team, he represents Bolt on a global stage and drives positive regulatory change in the safety space.

Emma Lindley, Managing Director, Caf

Emma Lindley is Managing Director of International Expansion for CAF a digital identity company located in Brazil, USA and UK. She is also co-founder and Chair of Women in Identity a not-for-profit organisation membership organisation focused on diversity and developing inclusive products in the digital identity industry and also serves on the advisory board of Kantara UK.

Ben Loewenstein, European Policy & Government Affairs, Waymo

Ben is the public policy lead for Waymo (formerly the Google Self-Driving Car Project) in the UK, EU, and Australia, focusing on policy areas related to autonomous vehicles. His work spans AI, mobility, ethical tech, automotive and road safety, and the future of transport.

Alex Mackenzie, Director & Co-Founder, Ryft

Alex is a co-founder of Ryft, a fast-growing fintech company regulated by the FCA in the UK. With a focus on operations and sales, Alex plays a key role in driving the company's growth and ensuring seamless service delivery for its clients. With a strong background in fintech and a track record of building successful ventures, Alex is passionate about innovation in the payments space and helping businesses simplify their payment processing needs.

Rebecca Marsden, VP of Commercial Finance, Oxa

Rebecca leads Oxa's Commercial Finance team and within it some of the key work streams related to Oxa's value proposition for its customers, partners and investors, market analysis and Oxa's positioning within it, pricing strategy and financial strategy. Rebecca joined Oxa from Apollo ibott 1971, where she specialised in data-driven underwriting with a particular focus on emerging markets including new mobility. With nearly 20 years of international experience across banking and financial services, she has also previously held positions at AXA, Willis Towers Watson, Credit Suisse and Goldman Sachs.

Sasha Mathew, Head of Policy, Bumble

Sasha Mathew is a seasoned T&S professional with a background in law and regulation, and holds degrees in public administration from Harvard's Kennedy School and Oxford University. She has worked in a variety of T&S roles: on civic integrity at WhatsApp; in product policy at Twitter and as a Director and leader in Concentrix's internal T&S practice unit. She currently heads the T&S policy team at Bumble. Sasha is interested in the mutual interaction between technological and societal forces, and in the tools, levers and design practices that promote pro-social norms, democratic deliberation and healthy communities online.

Megha Mishra, President, GirlsWhoML

Megha is a global changemaker who believes in the transformative power of people's movements and the role of technology in shaping a better world. Inspired by the communities that have empowered her and countless others, she is deeply committed to giving back. Megha currently leads GirlsWhoML, a Microsoft-backed global nonprofit dedicated to increasing access for women in Machine Learning and AI. Under her leadership, GirlsWhoML aims to introduce 100,000 girls to machine learning by 2027, and the organization is steadily expanding its reach and impact.

Chris Moore, Head of Apollo, Apollo ibott 1971

Chris has been with Apollo since 2013 and was instrumental in the setup of the Apollo ibott 1971 Syndicate. With over a decade of experience with Casualty and innovation, which he has a passion for, Chris believes in insurance products being an enabler for new progressive business models such as new mobility, autonomous vehicles, the sharing economy and insuring digital assets. He is FCII and CRIS qualified, as well as sitting on the Lloyd's innovation panel and the Lloyd's Market Association Committee for both US and International Casualty.

Carrie-Anne Myers, Professor in Criminology and Victimology, City St George's, University of London

Carrie's research specialisms are primarily in the fields of bullying, cyberbullying and victimisation. She has published extensively on these topics in a range of journals and book chapters. Carrie is also a member of the British Society of Criminology and country co-ordinator of the European Network for Social and Emotional Competence (ENSEC). Her latest book, co-edited with Helen Cowie, Cyberbullying and Online Harms: Preventions and Interventions from Community to Campus, was published by Routledge in May 2023.

SPEAKER BIOGRAPHIES

Simon Newman, CEO, Online Dating and Discovery Association

Simon is the CEO of the Online Dating and Discovery Association. He has spent much of his career in senior roles across Government, specialising in public safety and is also an Advisory Board member for the Centre for Online Safety, Safeguarding, Privacy and Identity at City St Georges University, London.

Eoin O'Reilly, Director of Enterprise Risk, Etsy

Etsy is a global marketplace for unique and creative goods with a mission to keep commerce human. Eoin is Director of Enterprise Risk Management at Etsy, responsible for developing and overseeing Etsy's risk management framework. Eoin is also Chief Risk Officer ("CRO") for Etsy's EEA payments subsidiary, Etsy Payments Ireland Limited. Prior to joining Etsy, Eoin held a number of senior roles in Deloitte and KPMG, advising clients on forensic, risk and regulatory compliance matters. Eoin also held senior compliance and financial crime roles in a large US bank and merchant acquirer, including acting as European Head of Financial Crime.

Eduardo Pires, Global Head of Industry, Food Delivery & Ride-hailing, Incognia

Eduardo Pires holds a Bachelor's degree in Computer Science from UFPE. With ten years of experience in the mobile market and a background in software engineering, he serves as the Global Head of Industry at Incognia. Incognia is the innovator in location identity solutions that deliver cutting-edge user verification and account security across the digital journey. It has protected nearly 500 million users worldwide, securing them from promo and refund abuse, account theft, synthetic identity, money laundering, and chargebacks.

Aurelija Pletiene, Director of Engineering, Vinted

Aurelija Pletiene is a Director of Engineering with a rich background in scaling engineering teams and integrating trust and safety measures. She excels in aligning engineering strategies with product vision and mission, ensuring secure and innovative solutions that meet user needs. Aurelija combines her expertise in building high-performance teams with a strong focus on developing robust safety protocols and scaling systems effectively to drive success across complex projects.

Dasha Rosenberg, Group Manager of Marketplace Integrity & Policies, Fiverr

As Trust and Safety Group Manager at Fiverr, Dasha leads efforts to define and enforce policies that protect users from online risks like disinformation, fraud, and hate speech. With over 7 years in Trust and Safety and 4 years in legal compliance, she specializes in creating policies that balance business objectives with user safety. Dasha also contributes to new business initiatives, ensuring compliance with regulations such as the Digital Services Act and advancing responsible AI practices.

Sam Royle, Co-Founder & CEO, SoSquared

I founded SoSquared with a mission to professionalise the influencer and creator economy and to change the world one piece of content at a time. Helping businesses and agencies scale campaigns through AI automation and a suite of campaign management tools. Enabling creators to ditch the 9-5 through the power of marketplaces and machine learning.

Holly Sandberg, Director of Trust and Security, Reverb

Executive with vast experience leading high performing teams charged with fraud mitigation (analysis, prevention, investigation, strategy) and revenue rescue (chargeback management, dispute resolution). Works cross-functionally with leadership, product, sales, client partners, engineering, dev, legal, security, compliance, and client/customer experience innovators.

Darshini Santhanam, Founder & Managing Director, The Human Skills Company

With two decades of experience igniting human potential at Big Tech behind her, in 2024, Darshini founded The Human Skills Company to transform how people and organizations work. As a professionally certified and awarded coach, she has worked with hundreds of clients in individual and group coaching capacities to help them find their full potential. Passionate about internal coaching and creating lasting organizational culture, Darshini has also just finished additional research in the space of internal coaching with INSEAD. Darshini leverages a systems psychodynamic approach, taking into account the whole individual or system.

Nardin Sarkis, Platform Policy Expert, Revenue, Discord

Nardin is a Trust & Safety professional with expertise in Revenue Policy. He is currently the Revenue Policy Expert at Discord where he wrote the platform's first Ads Policy and continues working to ensure user and brand safety on the platform. Prior to Discord, Nardin worked on Twitter's Revenue Policy team specializing in advertisement escalation review, election integrity in the US and Brazil, education & outreach with sales, and climate change denial policy. His postgraduate studies at the London School of Economics focused on evaluating the regulatory landscape of digital platforms in the EU vs the US. He is based in San Francisco, CA.

Kebbie Sebastian, CEO, Merge

Kebbie Sebastian is the founder of Merge, a cross-border payments API that merges local instant payments rails globally. Merge helps online B2B platforms collect, hold and pay out funds instantly, across any currency. Based in London and regulated in the UK and France, Merge is backed by Octopus Ventures. Previously, Kebbie held senior executive roles at PayPal, Barclays, Bank of America and founded Penser, a fintech advisory firm.

SPEAKER BIOGRAPHIES

Poornima Sethu, Customer Success, Persona

Poornima Sethu is a Customer Success Manager at Persona, the identity platform that offers businesses the building blocks to create personalized identity verification experiences for any use case. In her role, Poornima acts as a trusted advisor and thought partner for Persona's customers, supporting them at each stage of their life cycle and ensuring they derive value from Persona's platform and services. Persona is backed by Founders Fund, Index Ventures, and Coatue and serves a wide range of industries with customers including LinkedIn, Coursera, GetYourGuide, Instacart, and OpenAI.

Daniel Severin, Head of Insurance, Bolt

With over 20 years of experience in insurance, Dan has built a career on transforming risk into opportunity. Known for his fresh take on traditional insurance, he's pioneered industry-first solutions, launched innovative products, and made a name for himself by cutting costs while increasing value for millions worldwide. Whether it's embedded insurance, affinity schemes, or sector-specific coverages, Dan is all about finding smarter ways to make insurance work better for everyone. When he's not rethinking the future of risk management, he's shaping the industry through strategic partnerships and customer-focused solutions.

Shaun Shirazian, CPO, Pipedrive (Former)

Customer-obsessed and results-driven C-level executive that has started and scaled new and existing products and businesses across a variety of industries and geographies.

Arnika Singh, Co-Founder, Social & Media Matters

Arnika Singh, co-founder of Social & Media Matters, brings over thirteen years of expertise in designing impactful campaigns across India for social change. Drawing from her extensive on-ground training work, she focuses on tackling violence and harmful practices in digital spaces. Arnika has led nationwide initiatives, including Online Safety from the Gender Lens, Combatting Cyber Crimes, Tech Policy Awareness, and Social Media for Social Change. A passionate communicator and trainer, Arnika is dedicated to leveraging technology innovatively to drive meaningful impact.

Chloe Smith, Co-Founder & CEO, Tuft

Chloe Smith is a branding and communications expert, where her passion for customer journey collides with her business acumen, built over an 11-year career in the field. Chloe, a second-time founder, currently holds the position of CEO for Tuft Global, where her role is to navigate and lead the Vertical SaaS organisation through its start-up and growth phases. Chloe has been recognised for her skills after being shortlisted for Entrepreneur of the Year 2022 through the GBEA awards and continues to lean into the challenge of digitising the pet industry. Luckily, she also loves dogs, despite being ever so slightly allergic to them.

James Smith, Head of Trust and Safety, Protection Group International

James leads PGI's Trust & Safety division, delivering proactive Digital Intelligence on complex, networked harms. James is an expert at intelligence & operational planning, with 16 years of experience in UK defence & government. He also brings a wealth of experience as a cross-industry senior leader, leading UK T&S operations at TikTok, and directing global T&S operations at Bumble. He brings further experience from Amazon logistics, and as a risk manager at Deloitte. James specialises in proactive harms reduction and child safety. He is a father of two, lives in London, and recently learned he has a talent for carving pumpkins!

Rami Soysa, SVP – International Affinity, Marsh

Rami Soysa is a client engagement and data insights leader in International Affinity at Marsh. He supports global clients to launch affinity/embedded insurance programs across multiple regions, with a special focus on embedded micro-cyber insurance, warranty, and heavy equipment protection. In addition, he leads the soft automation teams responsible for analytics automation and tailored data solutions. With a background in engineering, Rami started his career in the Aviation sector before transitioning to insurance. He also co-founded a start-up in laboratory growth diamonds in Hong Kong before joining Marsh.

Dom Sparkes, T&S Director, Concentrix

Dom's career spans over 20 years in digital from New Media Manager at EMI Records, to Head of Production for Granada Interactive, to starting one of the world's first Social Media Management Companies in 2002. Having sold Tempero to Dentsu, Dom boosted his tech skills at AI Moderation platform Checkstep in 2022 before joining Concentrix as Director for Trust & Safety in January 2024.

David Stapleton, Founder, BUA FIT

David Stapleton, a former tech founder, FX Broker, rugby player, and Pro HYROX Athlete, decided to tackle the challenges he observed over 15 years as a consumer in the fitness and wellness industry. After spending eight years in finance connecting supply and demand on trading floors, David saw inefficiencies in the health and fitness industry and decided to build BUA FIT, a marketplace to connect companies to wellness providers for bespoke solutions to suit their team and culture.

SPEAKER BIOGRAPHIES

Ryan Stevens, VP, Marketplace Strategy, Clutch

Ryan Stevens is the Vice President of Strategy at Clutch, the leading global marketplace of B2B service providers. More than 1 million business leaders start at Clutch each month to read in-depth client reviews and discover trusted agency partners to meet their business needs. Clutch has been recognized by Inc Magazine as one of the 5000 fastest-growing private companies in the United States. At Clutch, Ryan spearheads marketplace operations and customer experience strategy. He is passionate about empowering businesses with a forward-looking mindset.

David Sullivan, Executive Director, Digital Trust & Safety Partnership

David Sullivan is the founding Executive Director of the Digital Trust & Safety Partnership, a unique initiative focused on promoting a safer and more trustworthy internet. An experienced human rights and technology policy practitioner, he brings together unlikely allies to solve global challenges related to rights, security, and democracy in the digital age. Previously, David served as Program Director at the Global Network Initiative, a collaboration between companies and human rights groups on freedom of expression and privacy rights online. David is a co-chair of the World Economic Forum Global Coalition for Digital Safety.

Ibby Syed, CEO, Coteria

Ibby is the founder of Coteria, a platform, an AI-driven platform that synthesizes customer feedback across channels to categorize problems and flag potential brand risks in real-time. Previously he ran the retention and experience data science teams at Peloton and worked as a venture capital investor.

Willem T, Technical Director, Azacus.io

With a career in security spanning over two decades, Willem is a font of knowledge when it comes to identifying and assessing risk. Following a decade in the Police, he is now co-founder and Director of Pentesting at Azacus.io. Willem is a professional hacker, working with businesses of all sizes and stages to help them stay secure online before cyber criminals get there first.

Mark Taylor, Global Head of Financial Crime / MLRO, CEX.IO

Mark has 30 years of global professional experience in law enforcement, regulation, compliance and anti-financial crime at a senior level. Being extremely passionate in his work supporting those who are the victims of crime, Mark is responsible for the implementation of CEX.IO's global anti-fraud and anti-money laundering programs. Mark is a Fellow of the International Compliance Association and an Ambassador for Cybera, an innovative Cybercrime Scam Reporting & Asset Recovery Platform.

Ariel Tiger, CEO, EverC

Ariel Tiger is the CEO of EverC, a cross-channel risk management provider transforming the internet into a more transparent and trusted place for ecommerce. With groundbreaking, AI-driven technologies, EverC's scalable solutions power growth for global marketplaces, financial institutions, and payment providers. Prior to joining EverC, Ariel was a founding executive at WeWork and M&A Investment Banker at Deutsche Bank Securities. After graduating from the Naval Academy, Ariel spent years in commanding positions in the Israeli Navy. He holds an MBA from The University of Chicago Booth School of Business.

Sam Tiltman, Head of Sharing Economy and Mobility Industry Group UK, Marsh Limited

Sam heads up Marsh's Sharing Economy and (Future) Mobility (SE+M) Group in the UK, a dedicated industry practice supporting companies with their risk and insurance requirements; ranging from start-ups and scale-ups all the way through to the world's largest mobility, technology and platform companies. The team focuses on exciting risks and companies including last-mile delivery/DNCs, e-commerce and digital platforms and marketplaces, autonomous vehicles and connected mobility, micro-mobility, EVs, ride-hailing/TNCs and the gig economy etc.

Neil Tunbridge, Marketplace BD, Viva.com

Neil is a C-Suite advisor in the omni-channel payments sector, currently managing the marketplace division at Viva.com, one of Europe's fastest-growing technology banks. He is also an Advisory Board Member of Marketplace Risk, a leading institution for risk and fraud mitigation in the platform sector. Previously, Neil successfully grew his own businesses in the global marketplace and cross-border eCommerce, achieving over £1 million in annual recurring revenue. With 15 years of experience in international marketplaces and payments, Neil has played pivotal roles in launching and developing marketplace platforms, and he has advised the UK Government on the Global eExporting Program to enhance cross-border trade for SMEs. He is a frequent speaker and moderator at industry conferences and has strong connections within government and global trade networks.

SPEAKER BIOGRAPHIES

Raphael Vasconcellos, Head of Logistics Fraud Prevention, iFood

Raphael holds a degree in Mechanical Engineering, a postgraduate degree in Administration and an MBA in Finance. He began his career in the automotive industry but soon transitioned to Itaú Bank in 2015 through the Fellows program in partnership with McKinsey. At Itaú, Raphael excelled in various roles across technology and operations, driving digital transformation and enhancing operational efficiency. Since 2021, he has been with iFood, a leading food delivery platform in Latin America, working in the field of logistics fraud prevention, helping to reduce losses and fraud while building a highly reliable delivery experience.

Sophie Walsh, Head of Trust & Safety, Depop

Sophie is a leader in Trust, Risk and Ethics. She has gained over 17 years experience managing international, multi-functional and multi-cultural teams across the private and not for profit sectors, in international NGOs and in the tech sector. Sophie is the co-author of several publications on Risk, published by the Institute of Risk Management, has been a Trustee for an international NGO and also founded the International Good Practice Network, designed to enable international NGOs to collaborate more effectively to achieve greater impact. Sophie enjoys using her leadership to rally teams together to enable impact at scale.

David Wright, CEO, SWGfL

David Wright CBE, CEO of SWGfL and Director of the UK Safer Internet Centre, has over 20 years of experience in online safety. Appointed a CBE in 2024 for services to child and youth safety, he advises governments, organizations, and industry on online safety policies and serves as a child protection advisor to the UN ITU. As a Council of Europe expert and WEF member, David has pioneered support resources, including the Revenge Porn Helpline and StopNCII, the first device-side hashing tech for NCII prevention, and has co-authored award-winning research with Plymouth University.

Gianmichele Zappia, Head of Risk and Fraud, GetYourGuide

With almost 20 years of experience in risk and fraud prevention, Gianmichele Zappia is currently the Head of Risk and Fraud at GetYourGuide. He oversees strategy and operations for fraud within the GetYourGuide marketplace, which connects global travelers with unforgettable experiences created by local experts.

Roy Zur, Founder & CEO (Stealth), Team8

Roy Zur is a serial entrepreneur specializing in cybersecurity, fintech, and fraud prevention, a certified attorney, and a former intelligence officer in Israel's cyber unit (8200) and Wharton alumnus in Advanced Finance. With over 20 years of experience, he combines tech, legal, and financial expertise to tackle complex challenges in digital security. Roy is the Founder & CEO of a stealth scam protection and remediation company in partnership with Team8 VC and has successfully launched ventures focused on building trust and security for customers worldwide through practical, human-centered solutions.

TRUST & SAFETY

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