

Marketplace
Risk.

Marketplace Risk.

SAN FRANCISCO | MAY 12-14

Marketplace Risk Management Conference 2026 - **#MRMC26**

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WELCOME

Welcome!

Welcome to the 2026 Marketplace Risk Management Conference. We're excited to have you join us for another year of bringing together the global marketplace and digital platform community.

Each year, this conference continues to grow alongside the industry itself. What started as a focused conversation around risk has evolved into a broader dialogue on trust, safety, compliance, payments, identity, and the technologies shaping digital ecosystems today. MRMC is where these conversations come to life—through shared experiences, practical insights, and meaningful connections.

Over the next few days, you'll hear from industry leaders, operators, and experts who are working on the front lines of these challenges every day. Their willingness to share real-world perspectives is what makes this event so valuable. To all of our speakers, thank you for your time, openness, and commitment to advancing the industry.

We also want to thank our sponsors and partners. Your support helps make this event possible and allows us to continue building a space where important conversations can happen and ideas can turn into action.

And to our attendees—thank you for being here. Your participation is what truly brings MRMC to life. We encourage you to engage, ask questions, meet new people, and make the most of every session and interaction.

We're glad you're here and hope you have a fantastic experience.

Enjoy the conference!

Jeremy Gottschalk | Founder, Marketplace Risk

Welcome to the 2026 Marketplace Risk Management Conference!

As chair of the board, I am thrilled to welcome you to San Francisco, a global epicenter of tech innovation and the perfect stage for our most ambitious gathering yet. Our return to the Bay Area is about mastering the frontier of platform integrity.

Over the next few days, we will dive deep into the high-stakes issues shaping today's platforms and marketplaces: from sophisticated fraud vectors and agentic AI to the shifting global landscape of policy and enforcement. This is a rare opportunity for leaders across Trust & Safety, Risk, Legal, Compliance, Product, Security, and Operations to go beyond the surface, engaging in the deep, technical dialogues required to solve both current threats and emerging risks.

I encourage you to lean into the networking sessions and challenge one another in conversation. Our strength lies in this community's shared expertise. Let's leverage the innovative spirit of San Francisco to build more resilient, trustworthy, and secure marketplaces for the future.

Garrett Olson | Advisory Board Chair

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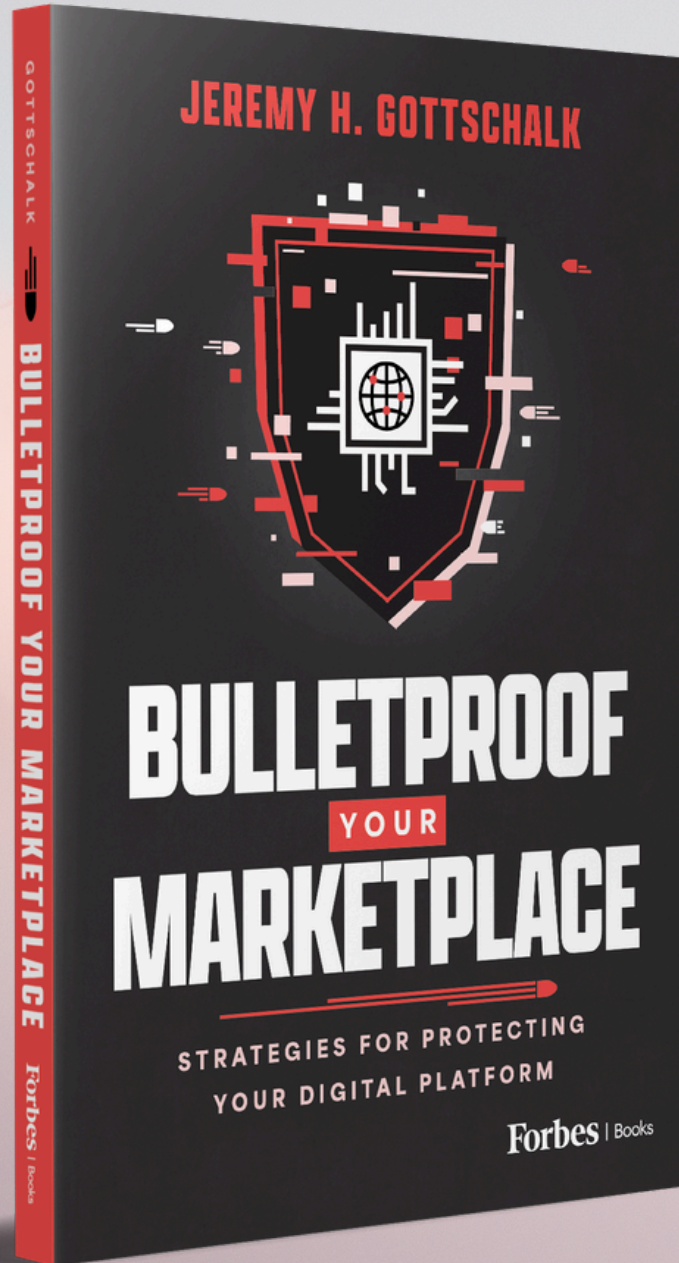
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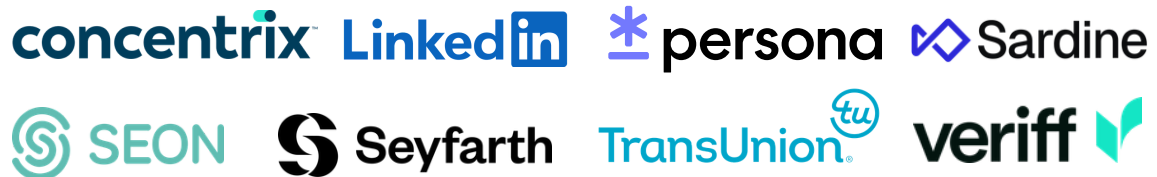
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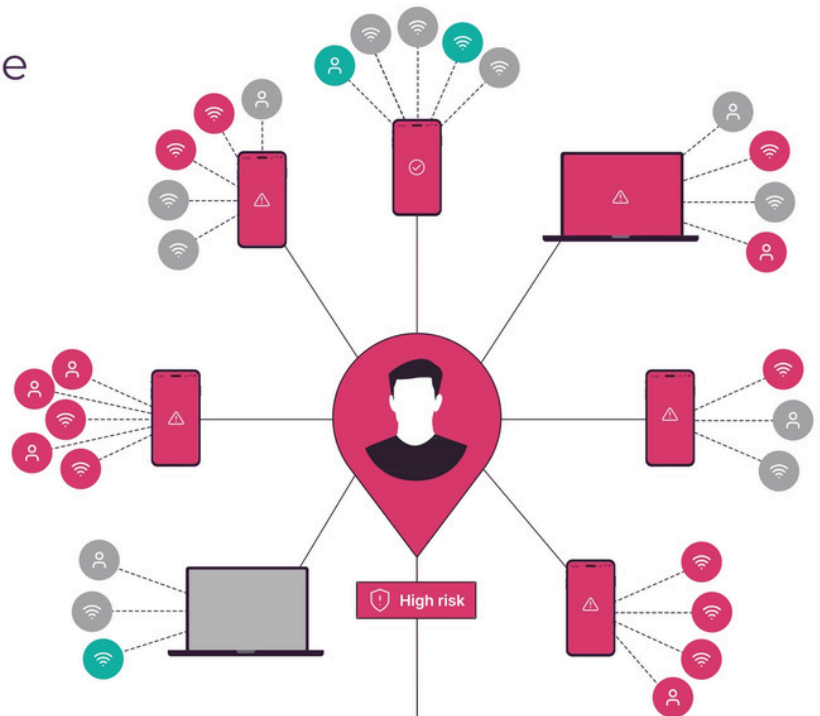


Identify Users vs. Fraudsters. *Across Devices*

 The only identity signal that can't be faked at scale

 Go beyond the device and recognize the user

 Pinpoint fraud at the apartment level



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Marketplace Risk New York Conference 2026 - #MRNYC26

marketplacrisk.com/new-york-conference

SCHEDULE AT-A-GLANCE

TUESDAY 12 MAY

1:00 PM - 5:00 PM

Boot Camp

LegitScript Room

5:00 AM - 7:00 AM

Welcome Reception hosted by LinkedIn

LinkedIn HQ's

WEDNESDAY 13 MAY

8:00 AM - 9:00 AM

Check In & Networking Breakfast

Convene

9:00 AM - 9:40 AM

Keynote

LegitScript Room

9:50 AM - 10:30 AM

Fraud-as-a-Service: How to Commit Fraud Fueled by GenAI

Incognia Room

Connecting the Dots: How Investigation Teams Build Networks and Disrupt Criminal Ecosystems

LegitScript Room

10:45 AM - 11:15 AM

How to Spot Hidden Risk in Hiring Fraud, Data Gaps, and the Limits of Verification in the Age of AI

LegitScript Room

Scaling Integrity: Proactive Detection and Enforcement for Complex Seller Behaviors

Golden Gate Room

11:30 AM - 12:00 PM

From New Account Fraud to Account Takeover: Securing Marketplace Accounts

Incognia Room

Scaling Dual-Sided Trust: Identity Strategy for Global FinServe & Marketplaces

LegitScript Room

How Etsy Turns 50+ Signals Into Real-Time Fraud Decisions

Union SQ Room

12:15 PM - 12:50 PM

Synthetic Identity Meets Synthetic Content: The New AI-Powered Threat Landscape

LegitScript Room

12:15 PM - 12:55 PM

Old Laws Likely Apply to Your New Tools; Hidden Legal Risks for Marketplaces and Platforms

Golden Gate Room

12:15 PM - 1:00 PM

Beyond Volume: Embedding Fraud Signals for Long-Term Marketplace Resilience

Union SQ Room

12:45 PM - 1:30 PM

Networking Lunch

Convene

1:30 PM - 2:00 PM

The Fraud Spectrum: Where Identity, Intent, and Risk Collide

Incognia Room

2:15 PM - 2:45 PM

Which Identity Signals Still Hold Up in the Age of AI?

Incognia Room

Trust and Safety Isn't a Cost Center: It's a Growth Engine

LegitScript Room

When Payments Become a Trust and Safety Problem

Union SQ Room

2:45 PM - 3:10 PM

Know Your Vendor Break

Convene

3:10 PM - 3:40 PM

Website Accessibility & Privacy Lawsuit Extravaganza – Mitigating Continued Legal Risk

Incognia Room

How DoorDash Blocks Credit-Card Fraud While Boosting Conversions With DyScan

LegitScript Room

Building AI-Native Content Moderation at Scale

Golden Gate Room

Agentic Commerce and the New Risk Perimeter: Closing the Identity Gap Before the Next ATO Wave

Union SQ Room

3:55 PM - 4:25 PM

Building the Safety Layer of the Gig Economy: How Leading Platforms Protect Millions of Workers in Real Time

Incognia Room

AI vs. AI: How Fraud Actors Are Weaponizing AI to Defeat Business Verification, and How Platforms Can Fight Back

LegitScript Room

Invisible Signals: How Fraudsters Exploit Transactional Blind Spots—and What we can do About It

Golden Gate Room

SCHEDULE AT-A-GLANCE

4:40 PM - 5:10 PM

From Facial Recognition to Fieldwork: Identifying an Elusive Crypto Influencer

Incognia Room

Establishing Trust On Your Marketplace In The Era of AI

LegitScript Room

Partnership Across Marketplaces to Mitigate Risk

Golden Gate Room

5:10 PM - 7:10 PM

Networking Reception hosted by Seyfarth Shaw LLP

Convene

THURSDAY 14 MAY

8:00 AM - 9:00 AM

Check In & Networking Breakfast

Convene

9:00 AM - 9:40 AM

Keynote

LegitScript Room

9:50 AM - 10:30 AM

Growth Without Risk: Smarter Marketplace Compliance

Incognia Room

Launching Site Policy and Content Moderation on a 30-day Deadline

LegitScript Room

The \$16 Billion Blind Spot: Why Fraud Is Still Winning

Golden Gate Room

CLIP - Insurance that Gains Customer Confidence

Union SQ Room

10:45 AM - 11:15 AM

Trust (but Verify) & Safety

LegitScript Room

Managing Full Lifecycle Fraud in Reseller Marketplaces

Golden Gate Room

The Battle Between Agentic and Adversarial AI

Union SQ Room

11:30 AM - 12:00 PM

The New Regulatory Playbook: Navigating Regulatory Uncertainty and State AG Activism

Incognia Room

Imagine this: You are Owed a Refund or Payout. What Experience Would You Choose?

LegitScript Room

When AI Meets Human Behavior: New Classes of Fraud the Industry Is Not Ready For

Golden Gate Room

Agentic Risks: Navigating the New Frontier of Marketplace Cybersecurity

Union SQ Room

12:15 PM - 12:45 PM

From Zero to Defended: Building Fraud Programs in Growth Mode

Incognia Room

12:15 PM - 12:50 PM

Why Your Best Investigation Dies After the Report

LegitScript Room

12:15 PM - 1:00 PM

When Trust Is the Target: Fighting Fraud Across Employees, Vendors, and Bad Actors

Golden Gate Room

12:45 PM - 1:30 PM

Networking Lunch

Convene

1:30 PM - 2:00 PM

Guardians of the Marketplace: Leveraging AI to Combat Fraud and Drive Platform Growth

LegitScript Room

Portable Money, Portable Trust: Managing Identity in an Unbundled Financial World

Golden Gate Room

Marketplace User Data Breach – One of the Leading Causes of Transaction Fraud

Union SQ Room

2:15 PM - 2:45 PM

Agentic AI for Marketplace Trust: When Risk Systems Learn to Reason, Explain, and Resolve

Incognia Room

Marketplace Fraud Has Entered Its Organized Crime Era: Are Platforms Keeping Up?

LegitScript Room

Trust No One, Verify Everyone: The Future of Platform Identity

Golden Gate Room

Leveraging AI Agents for Post-Transaction Risk Investigations

Union SQ Room

2:45 PM - 3:10 PM

Know Your Vendor Break

Convene

SCHEDULE AT-A-GLANCE

3:10 PM - 3:40 PM

Reimagining Financial Marketing in the Era of Artificial General Intelligence: Architectural, Strategic, and Regulatory Perspectives

Incognia Room

The Refund Heist: How AI-Generated Content Is Industrializing First-Person Fraud on Marketplaces

LegitScript Room

The Trust Dividend: Turning T&S Into Marketplace Revenue

Golden Gate Room

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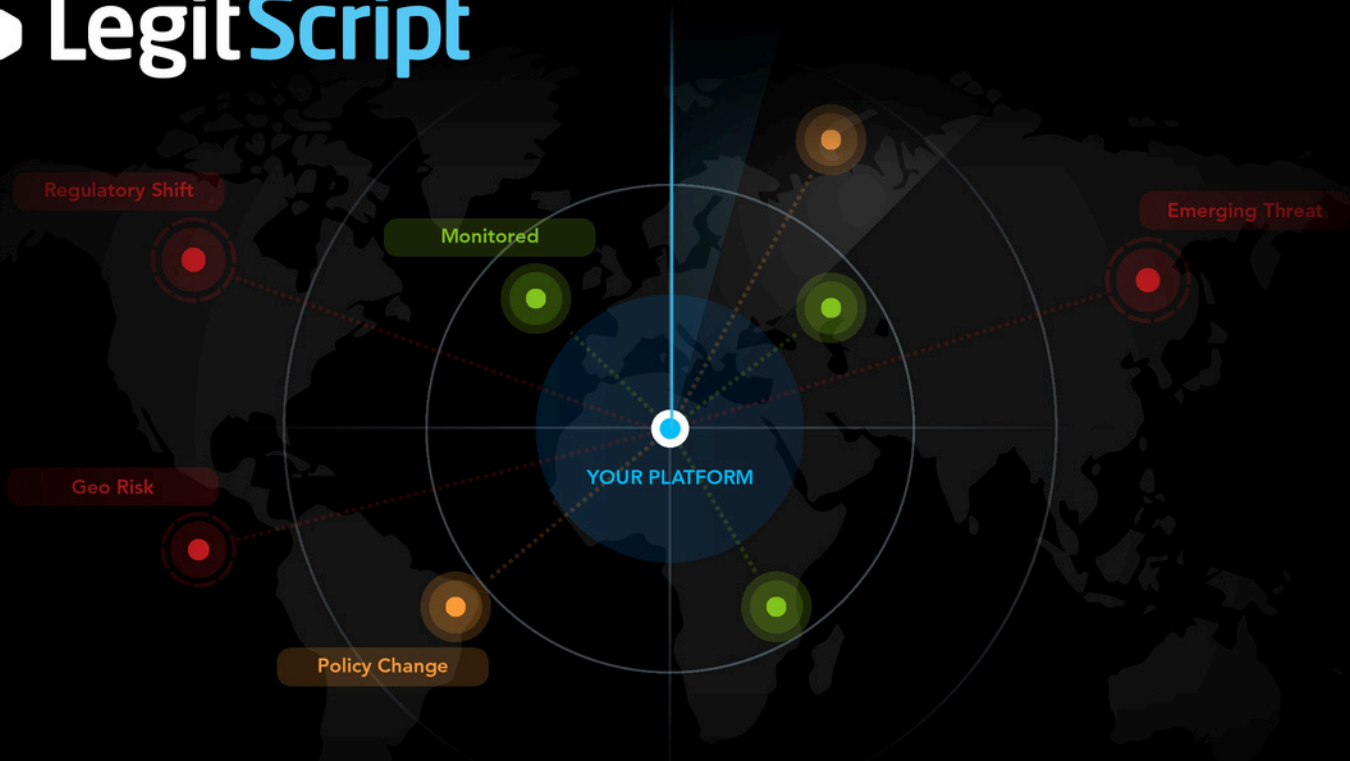
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Marketplace Risk Global Summit 2026 - #MRGS26

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See the storm before it reaches you – **shape** policy, **navigate** regulatory complexity, and **turn** emerging threats into a strategic advantage.



Emerging Threat Intelligence

Identify emerging threats before they reach your platform.



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Policy development and refinement across regulated and high-risk verticals.



Risk Visibility & Monitoring

Centralized and operationalized risk data across 43M+ products.



We decode what's safe, so you can grow with confidence.

LegitScript combines authoritative risk data, expert policy guidance, and scalable monitoring — so growth-focused teams can expand safely, and compliance teams can maintain program integrity as regulations, enforcement, and market evasion tactics evolve.

LEARN MORE



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AGENDA TUESDAY 12 MAY - WEDNESDAY 13 MAY

TUESDAY

1:00 PM - 5:00 PM

LegitScript Room

Boot Camp | Jeremy Gottschalk, Founder, Marketplace Risk

Founders, leaders and operators are invited to join this crash course on risk management designed specifically for marketplace and digital platforms. During this Boot Camp, you will be taken through 10 modules that will help you to identify and mitigate unnecessary risks that are too often overlooked and under appreciated. There's no theory - just useful, actionable information from experts. Attendees will walk away with essential information, along with a 'checklist' to take back and audit their website, mobile app, as well as various policies and processes. Separate registration is required and only open to marketplace and digital platform founders, leaders and operators who are registered for the conference.

5:00 PM - 7:00 PM

LinkedIn HQ's

Welcome Reception hosted by LinkedIn

Welcome Reception Hosted by LinkedIn at LinkedIn HQ. Kick off the 2026 Marketplace Risk Management Conference in style. Join fellow attendees at LinkedIn HQ for a laid-back evening of networking as the sun sets over the city skyline. Reconnect with familiar faces and make new connections with global thought leaders, innovators, operators, and experts — all united in shaping the future of marketplaces and digital platforms. Don't miss this chance to start the conference on a high note!

WEDNESDAY

8:00 AM - 9:00 AM

Convene

Check In & Networking Breakfast

Start the day by checking in early and connecting with fellow attendees over breakfast. This is the perfect opportunity to meet peers from across marketplaces, digital platforms, and fintechs before the conference sessions begin.

Use this time to introduce yourself, exchange ideas, and make new connections in a relaxed setting while enjoying breakfast and coffee. Whether you're reconnecting with familiar faces or meeting new members of the Marketplace Risk community for the first time, this networking breakfast sets the tone for a day of meaningful conversations and collaboration.

OPENING SESSION

9:00 AM - 9:40 AM

LegitScript Room

Keynote | To Be Announced...

SESSIONS

9:50 AM - 10:30 AM

Incognia Room

Fraud-as-a-Service: How to Commit Fraud Fueled by GenAI | Eduardo Pires, Director of Fraud Solutions, Incognia

What do “free iPhones,” “free food,” and “free stays” have in common? They’re all outcomes of today’s GenAI-driven fraud ecosystem, where attackers leverage scalable, automated tactics to bypass controls, exploit identity gaps, and drain merchant incentives. As generative AI and virtual environments become more accessible, fraud is rapidly evolving from manual schemes into industrialized operations powered by emulators, app cloners, and deepfake-driven account creation—making attacks faster, cheaper, and significantly harder to detect. This session explores how AI is reshaping the fraud landscape, highlighting real-world examples and the critical signals that still help identify fraud within an increasingly synthetic world.

9:50 AM - 10:30 AM

LegitScript Room

Connecting the Dots: How Investigation Teams Build Networks and Disrupt Criminal Ecosystems | Domenica Beall, Sr. Manager, Data Integrity, LegitScript; and Luca Jarone, Key Account Manager, LegitScript

Bad actors don't operate in isolation. They coordinate across accounts, platforms, and payment ecosystems, making case-by-case enforcement increasingly insufficient. This session examines how leading investigation teams move beyond individual violations to map and dismantle the broader networks behind them. Attendees will explore how investigators build and maintain large-scale intelligence networks, connecting behavioral patterns, financial data, and infrastructure signals to enable policy action. Human judgment remains central to this work: validating signals, closing gaps, and turning raw data into defensible decisions. Attendees will leave with practical frameworks for building investigation networks, managing intelligence at scale, and demonstrating the measurable platform safety outcomes that result.

10:45 AM - 11:15 AM

LegitScript Room

How to Spot Hidden Risk in Hiring Fraud, Data Gaps, and the Limits of Verification in the Age of AI | TBD

Every hiring process is designed to manage risk, but most aren't equipped to fully detect it. As fraud grows more sophisticated—ranging from synthetic identities to AI-assisted interviews—and background check data remains fragmented and often incomplete, verification systems built for speed are now facing a level of complexity they weren't designed to handle. The result is hidden risk, not due to lack of effort, but because existing systems fail to provide a complete picture. This session brings together operators and industry experts to examine where risk truly emerges across the hiring lifecycle—from sourcing to post-hire—why it's often overlooked, and how fraud, data accuracy, and verification gaps intersect. Attendees will gain a practical framework to identify blind spots in their current processes and a clearer understanding of how to assess risk in today's evolving hiring environment.

10:45 AM - 11:15 AM **Scaling Integrity: Proactive Detection and Enforcement for Complex Seller Behaviors** | **Niamh Lewis, Vice President, Compliance Operations, G2 Risk Solutions**
Golden Gate Room

Regulators and card brands are intensifying scrutiny on online marketplaces, exposing platforms to growing and often unseen risks. Many of these risks are already embedded—leaving a critical question: can you identify them before regulators or card networks do, or will the first signal be a costly penalty, enforcement action, or reputational damage? This session explores current card brand enforcement priorities, how to detect emerging risks before they escalate, and the tactics sellers use to obscure non-compliant activity—such as “research use only” disclaimers, euphemistic language, and product bundling—while also examining how regional differences shape risk exposure. Attendees will leave with a sharper ability to uncover hidden threats and better protect their marketplace from regulatory and financial consequences.

11:30 AM - 12:00 PM **From New Account Fraud to Account Takeover: Securing Marketplace Accounts** | **Colleen Thiry, Senior Director of Ecommerce and Marketplace Strategy, TransUnion**
Incognia Room

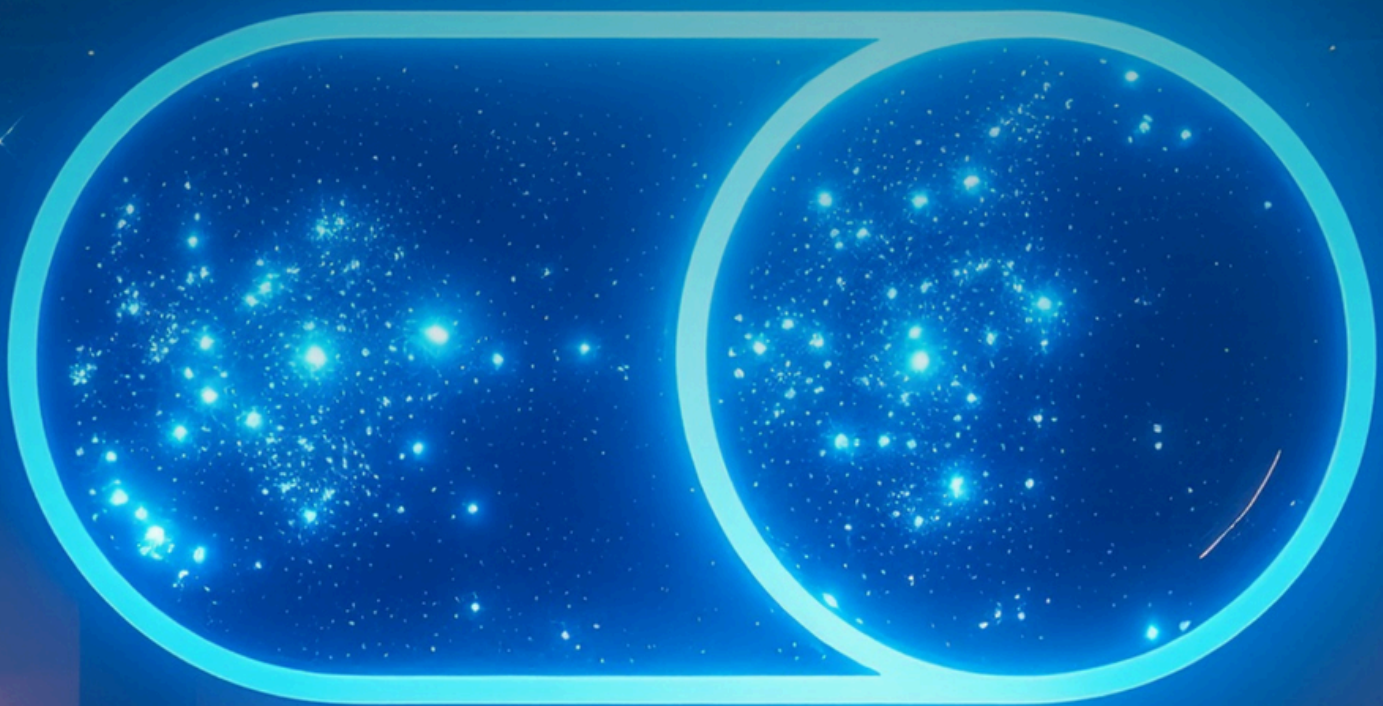
New account fraud is often the starting point for larger attacks across marketplace ecosystems. Fraudsters increasingly use bots and synthetic or stolen identities to create fake buyer and seller accounts, enabling account takeover and downstream abuse that targets high-value seller accounts, payment methods, promotions, loyalty balances, and payouts—putting revenue, trust, and reputation at risk. This session brings together fraud prevention leaders to explore how new account fraud, account takeover, credential stuffing, and bot-driven abuse are evolving across the account lifecycle, and how marketplaces can assess risk early and continuously using device intelligence, behavioral signals, and other tools. Attendees will gain practical strategies to stop fraudulent accounts early, reduce takeover risk, and maintain a fast, low-friction user experience that supports growth.

11:30 AM - 12:00 PM **Scaling Dual-Sided Trust: Identity Strategy for Global FinServe & Marketplaces** | **Garrett Olson, Head of Insurance & ER, Wolt; and Raul Liive, Director of Product, Veriff**
LegitScript Room

Building a scalable marketplace or financial platform is a massive undertaking, but securing it is an equally complex operational challenge. As fraud reaches unprecedented levels, identity verification has evolved from a compliance checkbox into a core product strategy that determines whether a platform can truly scale. In this session, Raul Liive, Director of Product for Marketplaces at Veriff, offers a pragmatic look at the identity lifecycle within dual-sided ecosystems, moving beyond basic document checks to examine how high-assurance biometric tools can be strategically deployed to secure interactions between users—whether buyers and sellers, drivers and riders, or lenders and borrowers. Attendees will gain a clear understanding of how to manage risk without compromising user acquisition, ensuring their platform remains both secure and scalable for genuine users.

Turning Risk into Trust

Discover real-world strategies behind
safer, smarter, and more trusted platforms



[Read the case study](#)



11:30 AM - 12:00 PM **How Etsy Turns 50+ Signals Into Real-Time Fraud Decisions** | Courtney Dawley, Director, Account Integrity & Security, Etsy; Patrick Hall, Fraud Lead, Persona; and Brad Hebert, GTM lead for Marketplace Vertical, Persona
Union SQ Room

Marketplaces face some of the most sophisticated fraud in the ecosystem, and the landscape has shifted rapidly as GenAI makes high-quality fake IDs, selfies, and synthetic personas cheap and scalable—undermining many of the assumptions manual review was built on. What were once edge cases are now common, and reviewers are increasingly required to interpret 50+ signals across device, behavior, identity, and network context in real time. This session shares proprietary fraud vectors observed across marketplaces today and how they translate into high-impact signals, while also exploring how teams like Etsy are moving toward a signals-based approach to operationalize these inputs, improve consistency, scale decisioning, and redefine the role of human review.

12:15 PM - 12:50 PM **Synthetic Identity Meets Synthetic Content: The New AI-Powered Threat Landscape** | TBD
LegitScript Room

AI is amplifying both identity fraud and content abuse, enabling deepfakes, fake reviews, mule recruitment, scam narratives, and increasingly sophisticated synthetic identities and behavior patterns. This session explores how these threats are evolving, where AI can help detect them—and where it creates new blind spots—and examines the effectiveness of using AI to combat AI-driven fraud, along with emerging best practices for doing so efficiently and at scale.

12:15 PM - 12:55 PM **Old Laws Likely Apply to Your New Tools; Hidden Legal Risks for Marketplaces and Platforms** | Pamela Devata, Partner, Seyfarth Shaw LLP; and Chelsea Hower, Director of Trust and Safety, Bright Horizons
Golden Gate Room

Use of ID Verification, Artificial Intelligence and Background Checks are being challenged by novel new theories. Learn about what the claims are that are finding vendors, users, and marketplaces in hot water and how to mitigate against your risk.

12:15 PM - 1:00 PM **Beyond Volume: Embedding Fraud Signals for Long-Term Marketplace Resilience** | Nick Gunn, SVP Growth, SEON; and Tracy Reeves, Director, Trust & Safety, Fanatics
Union SQ Room

As marketplaces scale, fraud prevention is increasingly measured not by volume growth but by how deeply fraud intelligence is embedded into core operations. In this session, Fanatics shares how they've built a foundational fraud signal layer across key user journeys—from registration and login to seller onboarding—focusing on improving detection precision, enriching signal depth, and tightly integrating fraud intelligence into internal decisioning systems. The discussion explores how they tackle coordinated abuse using device, phone, and address intelligence, where identity verification fits into high-risk workflows, and how experimentation and reporting help continuously refine models. Attendees will also hear key lessons learned, including the risks of over-relying on rules, where added signals failed to improve outcomes, and what it takes to operationalize fraud intelligence across teams—leaving with a clearer view of how to move from fragmented tooling to a more integrated, scalable fraud strategy.

A GENDA WEDNESDAY 13 MAY

12:45 PM - 1:30 PM
Convene

Networking Lunch

Grab lunch with old friends and new colleagues.

1:30 PM - 2:00 PM
Incognia Room

The Fraud Spectrum: Where Identity, Intent, and Risk Collide | Scott Bright, Founder & CEO, BrightCheck Inc; and Vinay Shiriwastaw, Chief Commercial Officer, DisputeHelp

Fraud is no longer a simple binary of good customers versus bad actors—it now exists on a spectrum where users can be the fraudster, be manipulated, or be targeted by third parties within the same journey. From onboarding to transaction to dispute, intent shifts in ways that break traditional models. This panel introduces a practical framework for understanding first-, second-, and third-party fraud as interconnected behaviors across identity, transaction, and intent, helping attendees identify blended fraud earlier and rethink risk across the full customer lifecycle.

2:15 PM - 2:45 PM
Incognia Room

Which Identity Signals Still Hold Up in the Age of AI? | Kyle Griffin, Enterprise Account Executive, Incognia; and Edgar Herrera, Senior Case Manager - Critical Escalations, Thumbtack

Digital platforms operate in high-velocity, multi-sided environments where fraud is increasingly coordinated rather than isolated, and traditional controls like static device fingerprinting, OTPs, and one-time identity checks are under growing pressure from emulator networks, location spoofing, multi-account coordination, incentive abuse at scale, and fraud-as-a-service ecosystems. As AI makes it easier to simulate digital signals, a critical question emerges: which signals still hold up in real-world investigations? This panel explores how teams combine investigative expertise with behavior-based, real-world signals to identify coordinated abuse, link accounts to real actors, and surface risk earlier in the user journey.

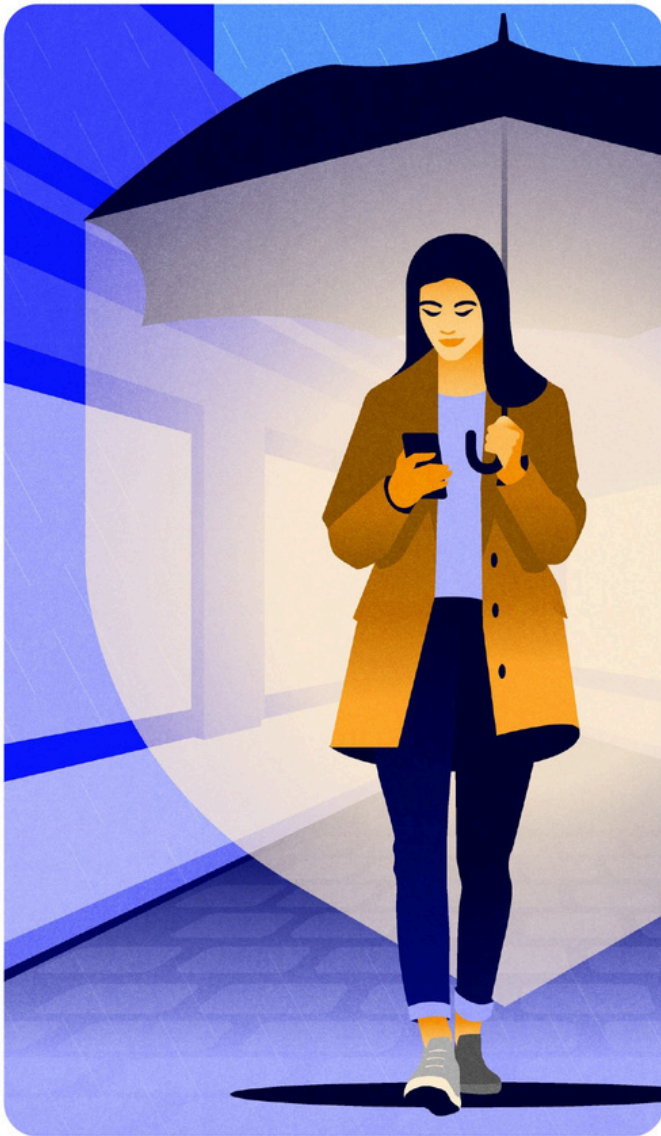
2:15 PM - 2:45 PM
LegitScript Room

Trust and Safety Isn't a Cost Center: It's a Growth Engine | Ginger Bergman, Managing Director of Payments Network Compliance, Bank of America; Zach Coffee, Trust and Safety Program Manager, TikTok; and Luca Jarone, Key Account Manager, LegitScript

Trust and safety teams are often viewed as a necessary expense — valuable for preventing harm, but rarely recognized as a driver of business growth. That framing is overdue for a reset. This session makes the case that proactive trust and safety investment protects brand value, strengthens internal credibility, and creates measurable opportunities: enabling platforms to expand into new verticals, retain better partners, and avoid the costly consequences of enforcement failures. Attendees will explore how trust and safety professionals can translate their work into the metrics that matter to executives, including revenue, retention, and reputational resilience, and how to build the internal visibility needed to advocate effectively for their teams and their mission.

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



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.



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.



Proactively discover and block any type of fraud

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



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.

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AGENDA WEDNESDAY 13 MAY

2:15 PM - 2:45 PM
Union SQ Room

When Payments Become a Trust and Safety Problem | Brittany Allen, Trust & Safety Lead, Club

As platforms scale, payment failures increasingly surface as trust, safety, and abuse issues — yet most organizations still manage them in silos. This panel brings together leaders from marketplaces and fintechs to explore how disputes, payment friction, and fraud intersect with trust and safety operations. Panelists share real-world examples of where ownership breaks down, what risks emerge, and how the rise of AI agents is creating new grey zones in consumer disputes. Attendees will learn why payments data is critical to trust and safety decisions, and practical ways to align payments, risk, and trust teams at scale.

2:45 PM - 3:10 PM
Convene

Know Your Vendor Break

Visit the exhibitor space and connect with leading solution providers and vendors across the entire digital ecosystem — from marketplaces and digital platforms to emerging digital services. Discover innovative tools and services focused on digital risk, including trust & safety, compliance, fraud prevention, and beyond.

Explore new technologies, ask questions, and learn how these solutions can strengthen your operations, protect your users, and safeguard your business. This is your opportunity to build valuable connections and stay informed about emerging risks and evolving best practices in the digital landscape.

3:10 PM - 3:40 PM
Incognia Room

Website Accessibility & Privacy Lawsuit Extravaganza – Mitigating Continued Legal Risk | Shitel Chanana, Legal Counsel, Taskrabbit, Kristina Launey, Partner, Seyfarth Shaw LLP; and Kathleen McConnell, Partner, Seyfarth Shaw LLP

Creative plaintiffs' attorneys — and the litigation risks they generate — thrive where laws and regulations remain undeveloped and gray. After largely harvesting the field of ADA Title III website accessibility claims, many of these attorneys have shifted to a new category of website “gotcha” litigation: claims under California’s Invasion of Privacy Act (CIPA) based on the operation of cookies and pixels, increasingly coupled with a reemergence of ADA claims. In this session, Seyfarth’s ADA Title III accessibility and CIPA privacy specialists, joined by Shitel Chanana – Legal Counsel at Taskrabbit, will break down the current litigation landscape, emerging risks, and practical mitigation strategies.

3:10 PM - 3:40 PM
LegitScript Room

How DoorDash Blocks Credit-Card Fraud While Boosting Conversions With DyScan | Travis Stine, Engineering Leader, DoorDash; and Julia Zheng, CEO, Dyneti

Fighting fraud has traditionally meant sacrificing user experience. DoorDash set out to prove that doesn't have to be true. In this session, the DoorDash team shares how partnering with Dyneti enabled them to deploy a real-time, AI-driven card verification system that blocks fraud without introducing unnecessary friction. We'll dive into how the system works in practice, how it was integrated into an existing checkout flow, and the measurable impact it delivered: blocking 97% of stolen card fraud, preventing over \$15M in fraudulent transactions, and driving \$50M in incremental annual revenue through improved conversion. We will also showcase real-world fraud attempts captured through the system, including examples of synthetic, manipulated, and genAI-produced card imagery used by attackers today. These concrete cases provide a rare look into how fraud actually happens and how modern computer vision systems can stop it.

3:10 PM - 3:40 PM
Golden Gate Room

Building AI-Native Content Moderation at Scale | Jimmy Toy, Chief Legal Officer, Articore Group; and Karine Mellata, Co-Founder & CEO, Variance

This session makes the case for AI-native content moderation designed to eliminate categories of work entirely, not just make human review cheaper and faster. We'll cover how current AI tools work, the highest-value use cases at the content and account level, the build-vs-buy decision, how moderation fits within a broader content management ecosystem to drive revenue, and how agentic pipelines and tool interoperability will continue to shape how digital platforms manage UGC risk. For trust and safety professionals who want to know what's possible now and how to build for what's coming.

3:10 PM - 3:40 PM
Union SQ Room

Agentic Commerce and the New Risk Perimeter: Closing the Identity Gap Before the Next ATO Wave | Mousumi Chatterjee, Sr Director, Payments Innovation, Bank of America

Autonomous AI shopping agents are quickly becoming the norm, handling discovery, selection, and checkout across marketplaces with minimal human input and reshaping how online transactions are initiated and completed. As "agentic commerce" grows, traditional fraud controls built for human behavior struggle to detect high-velocity, cross-platform activity that enables synthetic identities and large-scale abuse. This talk introduces "The Identity Gap" between human-centric risk systems and the need to verify autonomous agents at the point of intent and payment, and explores solutions such as agent authentication, auditability, real-time risk scoring, and standardized protocols. Attendees will learn how verifiable agent identity and scoped permissions can improve fraud prevention, accountability, and secure, low-friction commerce.

3:55 PM - 4:25 PM
Incognia Room

Building the Safety Layer of the Gig Economy: How Leading Platforms Protect Millions of Workers in Real Time | Laura Gorski, Trust & Safety, Grubhub; Corrina Owens, Fractional ABM Lead, RapidSOS; and Shivam Patel, Head of Product, Signify Health

As gig platforms scale to millions of workers, traditional safety tools are no longer sufficient to manage real-world risk. This session explores how leading platforms including Uber, Lyft, DoorDash, Grubhub, Walmart, and Instacart are integrating real-time safety monitoring and intelligent incident routing to better protect workers, reduce escalation noise, and give Trust & Safety teams the visibility and control needed at scale. Drawing on deployments across gig delivery and enterprise lone-worker programs, the discussion highlights how shared infrastructure can protect workers across industries and why physical safety is becoming the next frontier for platforms that have already addressed fraud, verification, and background checks.

AGENDA WEDNESDAY 13 MAY

3:55 PM - 4:25 PM

LegitScript Room

AI vs. AI: How Fraud Actors Are Weaponizing AI to Defeat Business Verification, and How Platforms Can Fight Back | Yuliya Kazakevich, Head of Risk and Compliance, Lithic; Idorenyin Obong, Co-Founder & CEO, grey.co; and Chaitanya Sarda, Co-Founder & CEO, AiPrise Inc

Fraud actors are increasingly using AI to generate synthetic business documents, fabricate corporate filings, deepfake UBO identities, and construct shell company networks at scale, overwhelming traditional KYB systems that rely on static checks and inconsistent global registries. This session explores the emerging AI-driven tactics used to bypass merchant verification and how AI-native verification infrastructure is responding, drawing on experience verifying businesses across 200+ countries and 500+ registries for platforms like Meta and Airwallex. Attendees will learn why manual review is no longer sufficient, how techniques like real-time registry cross-referencing, multi-signal entity resolution, and automated document authenticity analysis can close detection gaps, and what a scalable framework looks like for staying ahead of AI-powered fraud globally.

3:55 PM - 4:25 PM

Golden Gate Room

Invisible Signals: How Fraudsters Exploit Transactional Blind Spots—and What we can do About It | Sunny Banerjee, Business Implementation Manager- Fraud Services, First Citizens Bank

Fraud is evolving, not just in tactics, but in philosophy[JL2.1]. As attackers become more agile and nuanced, so too must our defenses. This article explores a fast-emerging fraud typology where bad actors exploit overlooked transactional patterns—such as penny transactions, data breach-driven email compromise, account takeover (ATO), and chargeback loops—to evade detection and scale attacks. Drawing from real-world cases and strategic frameworks, it introduces a visual model that helps fraud teams identify early warning signals and coordinate cross-functional responses. The goal: elevate fraud prevention from reactive defense to proactive strategy.

4:40 PM - 5:10 PM

Incognia Room

From Facial Recognition to Fieldwork: Identifying an Elusive Crypto Influencer | Bruce Gerstman, Founder, Waterfront Intelligence; and Mary Pilon, Senior Investigator, Waterfront Intelligence

When a client asked us to identify the person behind a major crypto fraud, we had nothing but a wallet address and a rumor that he owned two Chihuahuas. This presentation explains how we cracked the case using a blend of traditional investigative tradecraft and cutting-edge technology, tracing the journey from in-depth interviews and Wayback Machine archives to facial recognition and property records. Attendees will learn practical OSINT techniques, the realities and limitations of facial recognition, and how to leverage the “transparency” of digital markets, ultimately showing how a single archived photo—and a barking dog—helped close the case.



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Seyfarth is proud to be a Legacy Sponsor of the 2026 Marketplace Risk Management Conference, having supported MRMC from Day 1.

AGENDA WEDNESDAY 13 MAY

4:40 PM - 5:10 PM
LegitScript Room

Establishing Trust On Your Marketplace In The Era of AI | Gaurav Chadha, Staff Product Manager, Walmart Global Tech; and Rob Mihalko, Founder, Principal, Spectus Strategy

AI capabilities are giving marketplaces the ability to add value in vastly new ways, to streamlining content, improving matching, to engaging with buyer and sellers in entirely new ways. However, by further automating both the core and more frontier capabilities of marketplaces, could it potentially erode the level of trust marketplaces have with their customers, but taking humans out of the equation, or can it enhance it, by adding entirely new levels of pattern detection, analysis and speed.

4:40 PM - 5:10 PM
Golden Gate Room

Partnership Across Marketplaces to Mitigate Risk | Sophie Duba, Senior Director of Marketplace Policy, Etsy; and Ben Guzovsky, Head of Risk & Policy, SafetyKit

Marketplaces today face increasingly complex and fast-evolving risks—from coordinated fraud rings and policy abuse to growing regulatory scrutiny—yet many platforms still address these challenges in isolation, limiting their ability to respond effectively at scale. In this session, Sophie Duba (Etsy) and Ben Guzovsky (SafetyKit) will explore how greater cross-marketplace collaboration can unlock stronger, faster, and more resilient risk mitigation strategies by sharing signals on emerging fraud and abuse patterns and building trusted communication channels between policy and risk leaders. Drawing on Etsy's partnership with SafetyKit, they will present real-world examples of how collaboration improves detection, accelerates response times, and enhances overall platform safety, while also outlining a practical framework for establishing and scaling these partnerships—from tactical signal sharing to deeper strategic alignment across the industry. Attendees will leave with actionable insights on how to collaborate with peers, strengthen defenses against evolving threats, and stay ahead of both bad actors and regulators.

5:00 PM - 7:00 PM
Convene

Networking Reception hosted by Seyfarth Shaw LLP

After a full day of engaging sessions and world-class speakers, join us for the Networking Reception, graciously hosted by Seyfarth Shaw LLP. This is the perfect opportunity to unwind, reflect on the day's insights, and continue meaningful conversations with your peers across the digital risk and marketplace ecosystem.

Connect with professionals from marketplaces, digital platforms, solution providers, and industry leaders in a relaxed and welcoming environment. Share experiences, exchange ideas, and explore potential collaborations that can help you tackle challenges in trust & safety, compliance, fraud prevention, and broader digital risk management.

Be sure to make the most of this opportunity to expand your professional network, build valuable relationships, and strengthen connections that can have a lasting impact long after the conference ends.

THURSDAY

8:00 AM - 9:00 AM

Convene

Check In & Networking Breakfast

Start the day by checking in early and connecting with fellow attendees over breakfast. This is the perfect opportunity to meet peers from across marketplaces, digital platforms, and fintechs before the conference sessions begin.

Use this time to introduce yourself, exchange ideas, and make new connections in a relaxed setting while enjoying breakfast and coffee. Whether you're reconnecting with familiar faces or meeting new members of the Marketplace Risk community for the first time, this networking breakfast sets the tone for a day of meaningful conversations and collaboration.

OPENING SESSION

9:00 AM - 9:40 AM

LegitScript Room

Opening Session | To Be Announced...

SESSIONS

9:50 AM - 10:30 AM

Incognia Room

Growth Without Risk: Smarter Marketplace Compliance | Lauren Elias, Executive Director, Embedded Finance Solutions, J.P. Morgan Payments; and Tom Sagi, Co-Founder & CEO, Hourly

As marketplaces expand globally, they face a dual challenge: navigating an increasingly complex regulatory landscape while maintaining fast, seamless user experiences that drive growth. Compliance is no longer just a requirement — it's becoming a competitive advantage for platforms that get it right.

In this session will explore how leading marketplaces are embedding compliance directly into their payments and operational infrastructure without adding friction. From KYC and KYB to sanctions screening, real-time monitoring, and continuous risk scoring, the discussion will focus on how to design systems that are both robust and scalable.

Speakers will share practical approaches to building bank-grade, API-first tech stacks that support rapid onboarding while maintaining strong controls. They'll also highlight common pitfalls marketplaces face when scaling compliance programs and how to avoid them.

Attendees will gain actionable insights on how to anticipate emerging risks, align compliance with business growth, and leverage embedded finance solutions to improve conversion, reduce losses, and protect revenue in an evolving regulatory environment.

AGENDA THURSDAY 14 MAY

9:50 AM - 10:30 AM **Launching Site Policy and Content Moderation on a 30-day Deadline** | **Brittany Allen, Trust & Safety Lead, Club**
LegitScript Room

From Zero to Sixty in Thirty Days - Learn how the Trust & Safety Lead at a new social media platform was the final member to join a lean operations team before the website went public, drafting site policy, content moderation rules, and more on an unpredictable deadline. With an international parent company accustomed to significantly different risk tolerance, a learning curve with mandatory AI tools, and a personal shift from being fully remote to working out of an office five days a week, you certain to take away learnings from this real-life case study.

9:50 AM - 10:30 AM **The \$16 Billion Blind Spot: Why Fraud Is Still Winning** | **Scott Knapp, VP Worldwide Risk Prevention, Amazon; Pahal Patangia, AI for Payments & FinTech, Nvidia; Amy Patel, Former VP Ecosystem Risk Programs, Visa; Sam Rehman, CEO, Hitachi Cyber; and Samantha Rodriguez, Senior Global Intelligence PM, Coinbase**
Golden Gate Room

Consumers lost \$16 billion to fraud in 2024. The Industry Accord Against Online Scams and Fraud, signed in March 2026 by Google, Meta, Amazon, Microsoft, and OpenAI, finally acknowledged what front-line operators have known for years: nobody solves this alone. But voluntary accords have limits. AI is driving down the cost of fraud dramatically while raising the sophistication of every attack vector. Payment rails, crypto infrastructure, and marketplace platforms are all exposed. This panel brings together the operators actually building the defenses, across fintech, cybersecurity, payments, and AI infrastructure, to examine where the real gaps are, and who can close them.

9:50 AM - 10:30 AM **CLIP - Insurance that Gains Customer Confidence** | **Garrett Olson, Head of Insurance & ER, Wolt; and Ryne Ring, Insurance's Mad Scientist, Citadel**
Union SQ Room

Contractual Liability Insurance Policies (CLIPs) are reshaping how companies manage risk within guarantees, warranties, and service commitments. This session explores how CLIPs transfer a company's contractual obligations—backing refunds, reimbursements, and performance guarantees across industries from software to peer-to-peer platforms. Using real examples like Airbnb's host guarantee evolving into a regulated insurance obligation, attendees will learn how CLIPs provide financial security, regulatory compliance, and customer trust. Participants will leave understanding where CLIPs fit in modern risk management and how to leverage them to enhance product offerings and mitigate exposure.

10:45 AM - 11:15 AM **Trust (but Verify) & Safety** | **Drew Fowler, Risk Incident Manager, eBay; and Haley Nielsen, Sr. Mgr of Emerging Threats, eBay**
LegitScript Room

Metrics only tell part of the story; truly effective detection and monitoring go beyond dashboards, blending art and science to combine alerts with intuition, business knowledge with hard-earned experience, and findings with actionable solutions. Incident response should not be treated as firefighting, but as a continuous improvement process that consistently strengthens systems and pushes the organization forward.

AGENDA THURSDAY 14 MAY

10:45 AM - 11:15 AM **Managing Full Lifecycle Fraud in Reseller Marketplaces** | Josh Hughes, GTM Lead for Golden Gate Room **Anti-Fraud, Plaid**

Many marketplaces focus on stopping fraud at the front door, but the threat doesn't end there—fraudsters exploit vulnerabilities throughout the seller lifecycle to extract funds and erode trust in the brand. This session brings together seasoned fraud prevention professionals to explore the full spectrum of fraud across the seller journey, the practical tools and signals needed for continuous risk assessment, and how organizations can transform fraud prevention from a reactive function into a proactive driver of growth.

10:45 AM - 11:15 AM **The Battle Between Agentic and Adversarial AI** | Jennifer Alvidrez, Director - Identity and Fraud Experience, Chime; Michael Huffman, Fraud and Trust Leader, Poshmark; Bharat Melag, Global Head, Token Provisioning, Agentic Tokens and Scan to Pay; and Vanita Pandey, Chief Marketing Officer, Microblink Union SQ Room

As AI agents begin transacting on behalf of users, a new security battleground is emerging between helpful agents and adversarial AI systems capable of mimicking behavior, hijacking permission chains, and infiltrating shared environments with near-human precision. Research from the OpenID Foundation highlights that existing identity and authorization models were not designed for agents that can be duplicated, corrupted, or co-opted. This session explores the growing "trust gap" and how enterprises can verify which agents are legitimate, distinguish them from adversarial systems, and defend against an expanding AI-driven threat surface.

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11:30 AM - 12:00 PM **The New Regulatory Playbook: Navigating Regulatory Uncertainty and State AG Activism** | Ginger Bergman, Managing Director of Payments Network Compliance, Bank of America; and Deana Rich, Co-Founder, Infinicapt Incognia Room

The regulatory playbook for marketplaces is rapidly evolving amid coordinated action by state attorneys general, heightened consumer-protection enforcement, and shifting federal priorities. This session delivers practical guidance for managing compliance, enforcement, and reputational risk in a fragmented regulatory environment where UDAAP scrutiny, transparency expectations, complaints monitoring, product review governance, and Know Your Seller diligence remain central. Attendees will explore lessons from recent FTC enforcement and emerging state initiatives, while gaining actionable frameworks for deploying AI-driven monitoring and risk detection responsibly—strengthening oversight, preserving consumer trust, and avoiding new regulatory exposure as requirements continue to evolve.

11:30 AM - 12:00 PM **Imagine this: You are Owed a Refund or Payout. What Experience Would You Choose?** | Ty Jensen, Senior Vice President - Treasury Management, Zions Bancorporation; and Jeff Sweet, Enterprise Sales, VerityPay LegitScript Room

Every refund and payout is a moment of truth for a marketplace—and often where fraud concentrates, disputes escalate, and seller trust erodes, especially when platforms rely on legacy portals and manual workflows not built for today's speed expectations. In this session, a marketplace founder and payments leader explore how direct-to-seller, mobile-first payment experiences can turn this high-risk operational point into a competitive advantage, reducing fraud vectors, closing compliance gaps, accelerating refunds, and strengthening payment trust. Attendees will gain a practical framework for understanding why payouts are the highest-risk surface, how mobile-first payments reduce chargebacks and manual intervention, what auditability and compliance look like in practice, and real-world examples of improved speed and trust from live deployments.

11:30 AM - 12:00 PM **When AI Meets Human Behavior: New Classes of Fraud the Industry Is Not Ready For** | **Wale Ayantoye, CEO, GiriToday Inc**
Golden Gate Room

Marketplaces are stepping into a new risk era where traditional fraud models collapse under the speed and sophistication of AI driven attacks. Deepfake identities, AI generated merchant profiles, synthetic seller networks, and hyper personalized social engineering are no longer theoretical they are scaling faster than most platforms can detect. This session will deconstruct how AI is reshaping fraud behavior, what this means for global marketplaces, and why legacy trust and safety frameworks are structurally unprepared. The content will be grounded in practical, operational insights for marketplace founders, risk leaders, and compliance executives who need to modernize their defenses without slowing growth.

11:30 AM - 12:00 PM **Agentic Risks: Navigating the New Frontier of Marketplace Cybersecurity** | **Nandini Singh, Sr. TPM, Security; and Radhini Sridhara, Manager**
Union SQ Room

As companies integrate autonomous AI, they face a new “agentic” attack surface where agents can bypass traditional security controls and trigger cascading risks, from account takeovers to identity manipulation. This session examines real-world threats, the evolving regulatory landscape—including California’s transparency mandates and the EU AI Act’s downstream liabilities—and why static defenses are insufficient against autonomous systems. Attendees will explore how unplanned automation creates hidden risk and gain a practical roadmap for shifting from simple human oversight to resilient, objective-based governance that secures both technology and its users.

12:15 PM - 12:45 PM **From Zero to Defended: Building Fraud Programs in Growth Mode** | **Jason Aduato, Product Manager, Financial Products and Risk, CloudKitchens; Nick Davidovich, Trust & Safety Manager, GoFundMe; Roop Gill, Former Senior Privacy Operations Manager, Meta; and Alex Popken, SVP Trust & Safety and AI Services, WebPurify, an IntouchCX Company**
Incognia Room

Early-stage and/or high-growth companies face fraud risks long before they have the budget, tooling, or headcount of mature platforms. This panel explores pragmatic, resource-conscious approaches to fraud prevention, detection, and response, drawing on real-world experience from companies scaling rapidly under operational constraints. Panelists will discuss how to prioritize risks, make build-versus-buy decisions, and evolve fraud programs responsibly as companies grow.

12:15 PM - 12:50 PM **Why Your Best Investigation Dies After the Report** | **Jared Gruenberg, Senior Associate, Risk Operations, Flex; and Assaf Kipnis, Founder/CEO, KTLYST Labs**
LegitScript Room

Every platform runs investigations. Almost none retain what those investigations produce. The findings go into reports, Slack threads, and the heads of analysts who eventually leave. The next team that hits the same pattern starts from scratch.

This talk draws on 12 years of running investigations at platform scale. I'll walk through how investigation knowledge disappears, what that costs operationally, and what a system designed to retain and compound investigative learning would actually look like. Not a new dashboard. Infrastructure that governs what happens after the report.

12:15 PM - 1:00 PM

Union SQ Room

When Trust Is the Target: Fighting Fraud Across Employees, Vendors, and Bad Actors | Kristin Kupiec, Manager, Critical Investigations & LERT, DoorDash

Fraud is never just external; for modern marketplaces, risk exists across the entire ecosystem—in internal tools, outsourced operations, and the platform's edges where external actors continuously test controls. Vendors and partners may also be exposed due to commercial pressure, turnover, or incentive misalignment, creating additional vulnerability points. This panel examines fraud as an end-to-end ecosystem challenge rather than a point solution or isolated Trust & Safety issue, exploring how it surfaces across three layers: in-house employees with privileged access, outsourced vendors and BPOs handling critical workflows, and external bad actors ranging from organized fraud rings to opportunistic users and toolkits probing for weaknesses.

12:45 PM - 1:30 PM

Convene

Networking Lunch

Grab lunch with old friends and new colleagues.

1:30 PM - 2:00 PM

LegitScript Room

Guardians of the Marketplace: Leveraging AI to Combat Fraud and Drive Platform Growth | Vincent Meluzio, Product Solutions Director, J.P. Morgan; and Christine Simon, Head of Strategic Global Payment Operations, Blackbaud

Discover how AI and machine learning are revolutionizing digital marketplaces by transforming onboarding, identity verification, and fraud prevention. This session features real-world case studies from fintech leaders who deploy adaptive detection and automate trust frameworks to outsmart fraudsters. Panelists will unpack the rise of synthetic identities, the limits of legacy safeguards, and the challenges of integrating AI at scale. Attendees will gain actionable strategies for building resilient, user-centric platforms that balance growth, safety, and compliance, along with practical lessons for delivering secure, inclusive customer experiences in a rapidly changing risk landscape.

1:30 PM - 2:00 PM

Golden Gate Room

Portable Money, Portable Trust: Managing Identity in an Unbundled Financial World | Travis Dawson, VP Product and Business, Complex NTWRK; Abhinav Gupta, Product and Risk Leader, Block; Dan Kaplan, Vice President of Global Sales, Microblink; and Anjana Surin, Senior Director, Global Payments Product, Visa

The Great Unbundling is reshaping financial services, with customers increasingly choosing banking and payments without traditional banks through embedded finance and fintech super-apps that let them assemble personalized financial stacks across platforms. As control shifts to the customer, trust becomes both more fragile and more critical. This session explores how identity, verification, and portable credentials form the new foundation of financial trust in an ecosystem where no single institution owns the customer relationship, and what is required to keep services secure, interoperable, and user-centric as finance becomes increasingly decentralized.

AGENDA THURSDAY 14 MAY

1:30 PM - 2:00 PM
Union SQ Room

Marketplace User Data Breach – One of the Leading Causes of Transaction Fraud | Sunny Banerjee, Business Implementation Manager- Fraud Services, First Citizens Bank

We would highlight this issue with help of a few notable recent (2025) Marketplace Data breach examples such as Zoomcar (The Indian peer-to-peer car-sharing marketplace disclosed a breach affecting 8.4 million users), Victoria's Secret online store, and highlight just how vulnerable these platforms can be and where we should focus to address these vulnerabilities.

2:15 PM - 2:45 PM
Incognia Room

Agentic AI for Marketplace Trust: When Risk Systems Learn to Reason, Explain, and Resolve | Manav Kapoor, Senior Technical Product Lead; and Apurva Shrivastava, Senior Technical Product Lead

The next evolution in marketplace trust isn't just better detection, it's AI agents that reason about risk, negotiate remediation, and autonomously enforce with explainability. This session explores the shift from traditional ML pattern matching to agentic AI systems that understand context, predict seller behavior, and orchestrate evidence-based resolution pathways. Drawing from pioneering work integrating generative AI with enforcement at scale, you'll learn how platforms are building autonomous trust agents that reduce false positives through reasoning, handle appeal processes with human-like judgment, and satisfy emerging AI governance requirements like the EU AI Act, while maintaining the speed and scale modern marketplaces demand.

2:15 PM - 2:45 PM
LegitScript Room

Marketplace Fraud Has Entered Its Organized Crime Era: Are Platforms Keeping Up? | Joe Concannon, Senior Director - Risk Management, eBay; Shivendra Kishor, Sr Director, Fraud, Abuse, Identity & Reconciliation, Instacart; and Ranjan Reddy, Founder & CEO, Bureau ID

For years, organized fraud has been viewed as a banking and payments problem. But marketplaces are rapidly becoming the next frontier. Coordinated fraud rings are now exploiting promotions, referrals, returns, and account access using shared infrastructure and automation that mirrors how legitimate power sellers operate. The result is not just fraud losses, but distorted growth signals, wasted incentives, and eroding trust.

This panel brings together industry voices to discuss how marketplace fraud is evolving from isolated abuse to coordinated operations, why it often goes unnoticed until it scales, and how platforms can respond without compromising the seamless experiences genuine users expect.

2:15 PM - 2:45 PM
Golden Gate Room

Trust No One, Verify Everyone: The Future of Platform Identity | Joana Amarillo, Head of Merchant Risk, LATAM, Rapyd; and Alex Reeve, Senior Director Product Management, Coinbase

Since synthetic identities are increasingly indistinguishable from real ones and coordinated fraud rings operate like well-funded businesses, trust can no longer be assumed — it must be verified. This session explores how leading platforms such as Booking.com, TikTok, and PayPal are rethinking identity verification by adopting automated, intelligence-driven systems that stop fraud before it starts without slowing down legitimate users. Attendees will learn about the latest fraud tactics targeting platforms today, how to verify users faster without compromising compliance or experience, what top companies are doing differently to stay ahead, and the key mindset shift that separates fraud-resilient platforms from vulnerable ones.

AGENDA THURSDAY 14 MAY

2:15 PM - 2:45 PM

Union SQ Room

Leveraging AI Agents for Post-Transaction Risk Investigations | Joseph McAllister, Co-Founder & CTO, MouseCat; and Nissan Modi, Staff Software Engineer, Coinbase

Traditional machine learning models are often slow to adapt to new fraud patterns and require large amounts of labeled data, while AI agents offer the potential for faster adaptation through few-shot learning and more human-like reasoning. This presentation explores a real-world production use case for reducing time-to-mitigation in fraud attacks by scaling post-transaction fraud investigations and enabling faster, more adaptive response mechanisms.

3:10 PM - 3:40 PM

Incognia Room

Reimagining Financial Marketing in the Era of Artificial General Intelligence: Architectural, Strategic, and Regulatory Perspectives | Shubham Metha, Software Engineer

The emergence of artificial general intelligence (AGI) as autonomous consumer agents marks a fundamental shift in financial marketing, where intelligent systems—not humans—mediate purchasing decisions. This paper proposes a modular architecture for AGI-based consumer proxies capable of representing preferences, negotiating algorithmically, and ensuring regulatory compliance, framed through the AGI Consumer Proxy Model. Using agent-based simulations and expert interviews, it examines how AGI reshapes pricing, market structure, and trust, finding that algorithm-to-algorithm interactions will redefine brand loyalty and require new pricing and regulatory frameworks.

3:10 PM - 3:40 PM

LegitScript Room

The Refund Heist: How AI-Generated Content Is Industrializing First-Person Fraud on Marketplaces | Dave Griesbach, Principal Product Manager, Gemini; Amitabh Kumar, Co-Founder, Contrails.ai; Bharath Teja Rapolu, Fraud & Risk Strategy, Grubhub; and Bharath Vasudevan, Chief Capability Officer, Tech Mahindra

Generative AI has transformed return fraud from opportunistic abuse into industrial-scale infrastructure. AI-fabricated damage photos, synthetic receipts, and deepfake voice bots are now live attack vectors costing U.S. marketplaces an estimated \$76.5 billion annually — with AI-driven fraud growing over 1,200% in 2025 alone. This panel breaks down how first-person fraud is being engineered, where platform defenses are failing, and what a realistic detection stack actually looks like. Attendees will leave with a clear-eyed view of the threat landscape, a framework for auditing their own exposure, and concrete countermeasures — from image forensics to behavioral analytics — that can be operationalized immediately.

3:10 PM - 3:40 PM

Golden Gate Room

The Trust Dividend: Turning T&S Into Marketplace Revenue | Vaidehi Bhandari, Global Head of Technology Transformation Strategy and PMO, eBay; Carl Hinrichsen, Fractional Revenue Leader, Exec Functions; Carl Lavin, Leader in Trust & Safety, Eldera.ai; and Bryan Ly, Global Head of Data Science & Analytics, Fire TV, Amazon

A practical, operator-led session on how leading digital platforms turn trust into a growth advantage by building it into product, identity, verification, risk scoring, and insight loops from day one. Drawing on experience from Amazon, Meta, Eldera, eBay, and other platform environments, panelists will show how T&S signals can inform go-to-market, partner strategy, and market entry decisions — not sit in a silo. Attendees will leave with a cross-functional playbook for aligning product, ops, T&S, and commercial teams so platforms can scale across markets with stronger trust, fewer surprises, and better revenue outcomes.

A man in a dark suit, light blue shirt, and red tie is smiling and pointing towards the camera. He is standing in front of an audience whose hands are raised in the air. The background is slightly blurred, showing a white wall with a speaker. The overall scene is bright and professional.

SPEAKER BIOGRAPHIES

SPEAKER BIOGRAPHIES

Brittany Allen, Trust & Safety Lead, Club

As a Certified Payments and Fraud Prevention Professional (CPFP) and Trust and Safety Lead at Club, I leverage my 16 years of experience in online fraud prevention to help teams identify, mitigate, and reduce risk. I am passionate about educating and empowering merchants, consumers, and the public on how to combat fraud and protect their personal data.

Wale Ayantoye, CEO, GiriToday Inc

Wale Ayantoye is the Founder & CEO of GiriToday, an AI-powered cross-border e-commerce platform connecting African sellers with global buyers. He is a seasoned global tech leader with deep expertise in fintech, marketplaces, compliance, and risk. Previously, Wale was Global Product Compliance Manager at Cash App, where he helped design scalable compliance and operational frameworks. He later served as Director of Financial Crimes at Etsy, leading global financial crime strategy across Reverb (US), Depop (UK), and Elo7 (Brazil), managing teams of 140+ experts. Wale went on to become Global VP of Internal Audit and Risk Management at Flutterwave, overseeing operations across 42 countries. He brings a truly global perspective to building and scaling technology that drives inclusion and cross-border.

Sunny Banerjee, Business Implementation Manager- Fraud Services, First Citizens Bank

Sunny Banerjee is a Computer Science Engineer and MBA in Finance with 20+ years of global experience in financial fraud prevention across banking and insurance. He is a senior leader at First Citizens Bank, specializing in enterprise fraud prevention platforms that protect multi-million-dollar assets annually. An expert in transaction fraud monitoring and payment security, he has led initiatives across North America, Europe, the UK, and the Middle East, driving innovation in fraud detection and risk resilience. He has designed and deployed large-scale fraud screening systems and led implementations that prevent millions in losses across multiple payment channels. Sunny is also actively involved with the ACFE as a board member and mentor, and contributes to Forbes as a published expert on fraud prevention technology.

Ginger Bergman, Managing Director of Payments Network Compliance, Bank of America

Ginger Bergman is a Compliance and Third Party Oversight Executive with over 25 years' experience leading high-performing teams at Bank of America and Visa, Inc. While at Visa, she led the development and implementation of Visa's Acquirer Risk Program which provided a framework for Acquirers to manage the risk associated with supporting ISOs Marketplaces and Payment Facilitators. At Bank of America, she currently leads a team of 16 that are focused on managing acquirer / merchant compliance with Payment Network rules as well as Third Party compliance and oversight controls for Payment Facilitators, Marketplaces and ISOs.

Vaidehi Bhandari, Global Head of Technology Transformation Strategy and PMO, eBay

Vaidehi Bhandari is a global transformation leader who has driven \$1B+ in revenue growth and \$60B+ in total business impact across 15 years at Amazon, Meta/Facebook, PayPal, eBay, Google, and Cisco. She recently served as Global Head of Technology Transformation Strategy and PMO at eBay — one of the world's founding peer-to-peer marketplaces — she has scaled eBay's Financial Services into a \$2.4B business, delivering \$1.1B in incremental GMV. Her cross-platform expertise spans operating model design, governance, risk and compliance, and GTM execution, making her uniquely placed to address how marketplaces connect T&S strategy to commercial outcomes. Vaidehi is now Senior Manager, Portfolio Development at Lam Capital, as well as Board Member & Faculty at UC Santa Cruz.

Carla Bourque, CEO, Epic Advisors

Carla Bourque is Founder and CEO of Epic Advisors (Epic) and a multi-exit commercial operator with a career built inside data infrastructure, analytics, and deeptech platforms most exposed to fraud and regulatory risk, including Rebrandly, SimilarWeb, Buddy Media (Salesforce), and Nielsen. She is an active member of TSPA and former Funding Council member of the IWF, helping PE sponsors and portfolio CEOs turn regulatory compliance, data governance, and AI-enabled risk management into enterprise value. As moderator of "The \$16 Billion Blind Spot," Carla brings a practitioner's lens to global regulation, data, and AI — known for asking hard operational questions so the audience leaves with sharper insights and clearer playbooks.

Scott Bright, Founder & CEO, BrightCheck Inc

Scott Bright is the Founder and CEO of BrightCheck, building ProofIQ, an identity intelligence layer that helps platforms reduce fraud, improve trust, and unlock new revenue. With 25+ years in risk, fraud, and payments, Scott has led strategy and product at Visa, FIS, and Talkdesk. He now focuses on transforming trust and safety from a cost center into a growth driver across the full customer lifecycle.

Mousumi Chatterjee, Sr Director, Payments Innovation, Bank of America

Mousumi in her current role has oversight for driving responsible growth & innovation in the Merchant Payments and executing the Go-to-Market Strategy for Products & Solutions related to Platform integrations, leading Global Commercial Banking and Global Corporate & Investment Banking clients. With global payments expertise, she is an active member of US Payments Forum supporting multiple workstreams. As a O&I champion for the Bank, Mousumi has leadership roles in multiple employee networks within the Bank and externally in the local Market. Mousumi graduated from University of Texas, Dallas earning her EMBA. She lives in Frisco, TX with her family.



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SPEAKER BIOGRAPHIES

Travis Dawson, VP Product and Business, Complex NTWRK

A highly skilled technical product manager with over 15 years of experience in senior leadership roles. I have expertise in payments, fraud, legal, and compliance matters, and I am analytical and customer-centric. I excel at leading product teams from conception to delivery and growth for global companies. With an M.B.A./BS in Finance and Management, I am well-equipped to take on any challenge that comes my way.

Pamela Devata, Partner, Seyfarth Shaw LLP

Pamela Devata is a Partner at Seyfarth Shaw LLP in Chicago. Pam leads Seyfarth's nationwide Background Screening, Litigation and Compliance Team. She's a national authority and firm go-to for all issues related to the Fair Credit Reporting Act (FCRA), background screening compliance, use of criminal and credit history. A nationally recognized employment counselor, Pam has participated in numerous interviews, speeches, webinars, and trainings to employers on the subject criminal history and credit checks. She has leveraged her niche area of expertise into a thriving class action practice.

Sophie Duba, Senior Director of Marketplace Policy, Etsy

Sophie Duba is a risk & safety policy leader with a background spanning tech, non-profit, and government sectors. She began her marketplace policy career at Airbnb.

Lauren Elias, Executive Director, Embedded Finance Solutions, J.P. Morgan Payments

Lauren leads Embedded Finance Product Strategy for JP Morgan Payments. She's worked alongside marketplace clients of all sizes, collaboratively developing their Embedded Finance strategy both domestically and globally. Prior to joining Embedded Finance, Lauren led global commercialization efforts for faster payments at JP Morgan. She began her career in strategy consulting, leading Payments Modernization and transformation efforts for a number of Fortune 100 companies and global financial institutions.

Drew Fowler, Risk Incident Manager, eBay

Drew has built a career focused on preventing and intervening when things go wrong. After 10 years in law enforcement in Seattle, he joined Amazon's Transportation Operations Management Safety and Compliance team, overseeing safety and regulatory compliance for 15,000 employees across 500+ locations and leading safety efforts through the pandemic. He later helped found the Risk, Intel, Safety, and Security team at Amazon Care. At Avail Car Sharing, Drew served as Sr. Manager and then Head of Trust & Safety, driving losses down by over 90%, developing a new KYC process, and pioneering a fully digital, contactless customer experience. Since July 2025, he has been a Risk Incident Response Manager at eBay.

Bruce Gerstman, Founder, Waterfront Intelligence

Bruce Gerstman is the founder of Waterfront Intelligence where he has been helping clients understand backgrounds and reputations of people and companies for the past 10 years. Clients come to Waterfront Intelligence to untangle frauds, locate money, uncover identities and find evidence. As an investigator with global consulting firm Kroll Associates, Bruce conducted nearly every kind of investigation. Prior to Kroll, Bruce investigated people, crime and government agencies as a newspaper reporter for The Contra Costa Times. He received his Bachelor of Arts with concentrations in Philosophy and Religious Studies from Indiana University and a Master of Journalism from University of California at Berkeley. Bruce is an amateur mixologist.

Kyle Griffin, Enterprise Account Executive, Incognia

Kyle Griffin is an Enterprise Account Executive at Incognia, where he works with digital platforms to address complex fraud and risk challenges. He partners with Trust & Safety, fraud, and risk leaders to help strengthen platform integrity at scale.

Abhinav Gupta, Product and Risk Leader, Block

Experienced Product Management Leader with Proven Track Record with 25+ years in product and engineering, including 12+ years in executive roles. I have built and expanded products in 100+ countries, generating >\$1B in revenue. I have led digital banking transformations, and currently working at Block, leading efforts to improve trust by building innovative post-transaction customer experiences. I excel in building, managing, and scaling global cross-functional product teams in matrix organizations.

Ben Guzovsky, Head of Risk & Policy, SafetyKit

Ben helps global marketplaces and payments companies craft & enforce complex policies based on industry best practices. At Princeton, he studied, history, education & computer science.

Edgar Herrera, Senior Case Manager - Critical Escalations, Thumbtack

Edgar Herrera is Senior Case Manager of Critical Escalations at Thumbtack, where he leads complex fraud and safety investigations. With a background in criminal justice and law enforcement, he specializes in bridging online and offline investigations to strengthen platform trust and safety.

SPEAKER BIOGRAPHIES

Carl Hinrichsen, Fractional Revenue Leader, Exec Functions

Carl Hinrichsen has spent his career at the intersection of marketplaces, risk, and revenue growth. He built marketplace and partner ecosystems for Kindle accessories at Amazon, led internationalization efforts at Meta, and now works as a fractional revenue leader helping marketplace, digital platforms, cyber/risk companies and international trade associations build strategic partner ecosystems. His cross-functional experience spanning commercial, operational, and trust functions positions him as a sharp moderator who can draw out the actionable insights MPMC audiences are looking for — and bridge the T&S-to-revenue conversation with credibility.

Chelsea Hower, Director of Trust and Safety, Bright Horizons

Chelsea has nearly a decade in the Trust and Safety space, specifically in the Marketplace industry. With a focus on user safety, including children, she has driven strategies to protect platform integrity, reduce risk, and enhance user trust. She specializes in fraud prevention, content moderation, scalable safety systems, and legal/escalation response —partnering cross-functionally to build secure, user-first environments that support business growth.

Manav Kapoor, Senior Technical Product Lead

Manav Kapoor is a Senior Technical Product Manager in Selling Partner Trust and Store Integrity, where he leads AI/ML-powered products protecting over 300M customers across 20+ countries from fraud, abuse, and IP threats. He has 15+ years of experience across e-commerce, fintech, and digital banking, building scalable, customer-centric risk solutions. Previously at Goldman Sachs, he led fraud prevention for Apple Card and contributed to Apple's High-Yield Savings Account launch, reaching \$10B in deposits in four months. At Barclays, he drove fraud prevention and dispute automation for 20M+ customers. Manav is an IEEE Senior Member, Forbes Technology Council contributor, speaker on AI-driven fraud detection, and active global mentor.

Assaf Kipnis, Founder/CEO, KTLYST Labs

Assaf Kipnis is the founder and CEO of KTLYST Labs, building a security learning control plane that turns a single threat advisory into coordinated action across every team in the enterprise. Before KTLYST, he spent 12 years in threat intelligence at LinkedIn, Google, Meta, and ElevenLabs. He founded KTLYST after seeing the same gap in every program: one advisory, multiple teams that need different versions of it, and no system to operationalize it effectively.

Shivendra Kishor, Sr Director, Fraud, Abuse, Identity & Reconciliation, Instacart

I am a global risk professional with extensive experience in fraud operations, risk management, trust & safety, and policy and product management across payments, e-commerce, and credit industries. As Senior Director at Instacart, I lead a 200+ member global team, driving fraud prevention, abuse mitigation, identity risk management, reconciliation, and analytics, contributing \$100M+ in annual savings. Previously, I implemented innovative fraud detection strategies at Lyft and eBay, leveraging advanced analytics and ML to reduce fraud, improve operational efficiency, and balance security with exceptional user experiences. I am passionate about building high-performing teams and delivering scalable solutions to help organizations achieve their goals.

Amitabh Kumar, Co-Founder, Contrails.ai

Trust & Safety thought leader at Contrails.ai translating complex safety challenges into strategic advantages for digital platforms. Drawing from my experience in digital parenting and online gaming safety, I develop comprehensive frameworks that ensure user protection while preserving positive experiences. I advocate for proactive approaches to online safety that anticipate emerging threats rather than simply reacting to them. My expertise includes: Developing governance models that adapt to evolving regulatory landscapes and creating scalable moderation strategies that balance automation with human insight.

Kristin Kupiec, Manager, Critical Investigations & LERT, DoorDash

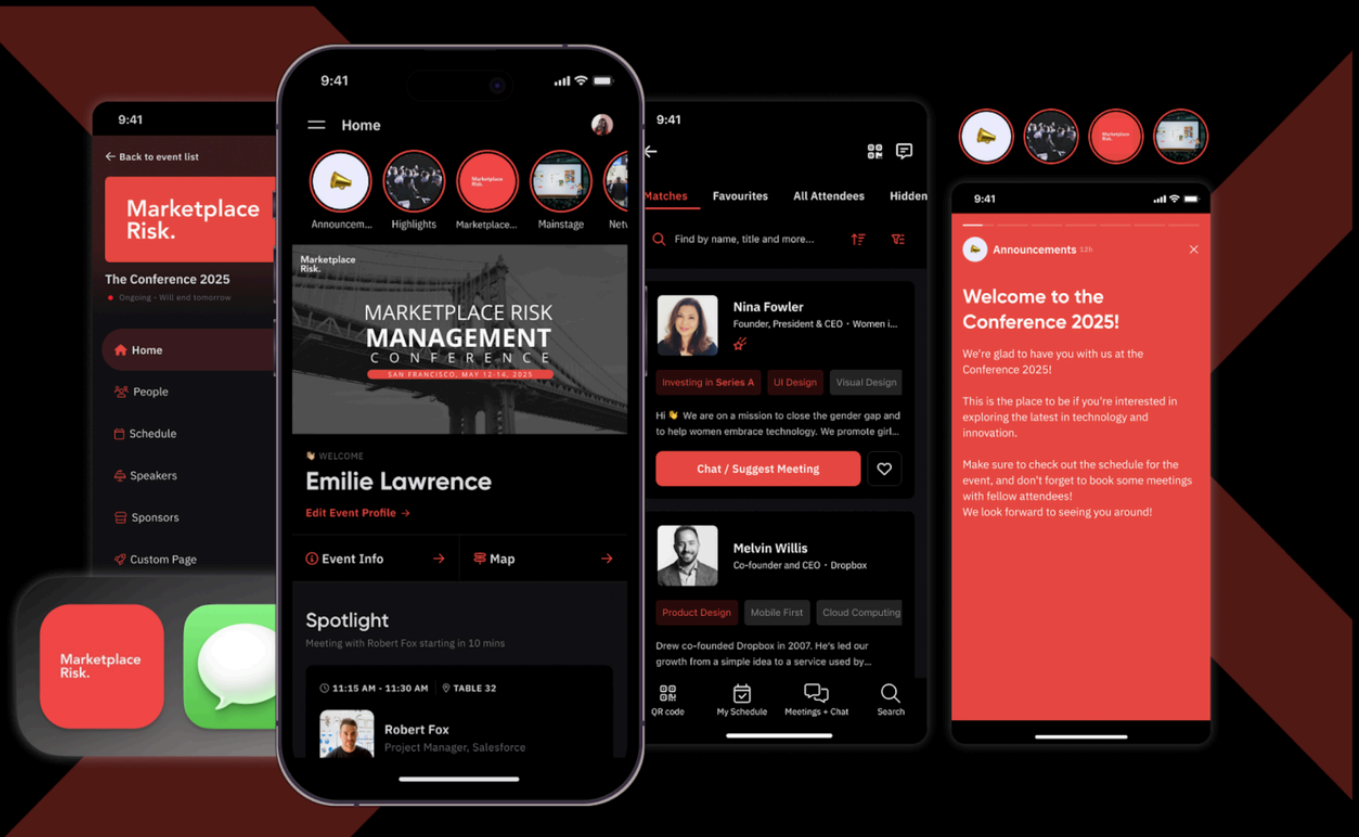
Kristin Kupiec, an expert in customer service and strategic problem-solving, is a visionary leader at DoorDash. Starting as a Dasher in 2017, she transitioned to a full-time role in 2019, becoming the Associate Manager of Community Response. Nicknamed the "Law Enforcement Wizard," she oversees safety teams and manages critical incidents, including T1 Consumer HSL, T2 escalated HSL, and CDMX escalated bilingual support. Kristin excels in crisis response, leading with empathy and fostering a resilient culture. Her commitment to growth is evident through her Accelerated Managers Program graduation.

Carl Lavin, Leader in Trust & Safety, Eldera.ai

Carl Lavin is a global Trust & Safety leader with over four years as Senior Manager of Business Integrity at Meta, where he managed multimillion-dollar operating budgets, enabled hundreds of millions of dollars in revenue growth, and built cross-disciplinary global teams tackling adversarial threats. He now advises Eldera — an AI-powered digital platform connecting older adults with young people through vetted, safety-governed mentorship — where trust is not just a feature but the platform's core value proposition. Carl's experience across one of the world's largest social platforms and a fast-growing purpose-driven digital platform gives him a rare practitioner's view of how T&S drives both safety and commercial outcomes at scale. He speaks from personal professional experience; views are his own.

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SPEAKER BIOGRAPHIES

Joseph McAllister, Co-Founder & CTO, MouseCat

Joseph McAllister is the Co-founder and CTO of MouseCat. Before MouseCat, Joseph spent 4 years at Coinbase building ML and Risk infrastructure, where he focused on streaming systems, large-scale data processing workloads, and improving ATO and ACH risk models. Prior to Coinbase, he worked at Microsoft on Azure Data Factory, a service for building Spark-based ETL pipelines. While studying Computer Science at Cornell University, he founded Roo Storage, which was acquired in 2020.

Kathleen McConnell, Partner, Seyfarth Shaw LLP

Kathleen's work in spearheading Seyfarth's use of data analytics in litigation and counseling matters has contributed to keeping Seyfarth on the cutting edge of the legal practice. Her innovative work in this area has enabled the firm to obtain favorable settlements for clients, reduce significant areas of potential liability and undermine class certification arguments. She regularly advises clients on developing cost-effective strategies for the preservation, collection, review and production of electronically stored information, including cross-border matters and counsels clients on data privacy, record retention and information governance.

Karine Mellata, Co-Founder & CEO, Variance

Karine Mellata is the Founder & CEO of Variance, an AI startup automating Trust & Safety, risk, and compliance workflows for marketplaces like GoFundMe, Redbubble and several Fortune 500s. Backed by Y Combinator and Okta Ventures, Variance unifies detection, investigation, and enforcement into one agentic loop giving platforms the infrastructure to catch threats early, investigate fast, and enforce standard operating procedures. A former Apple Trust & Safety engineer, Karine is building the operating system for AI-native platform integrity.

Shubham Metha, Software Engineer

Software Engineer specializing in online banking solutions, with expertise in scalable web application architecture, robust development, and code quality assurance. As a Project Engineer, I lead technical initiatives, collaborate with cross-functional teams, and mentor interns to support knowledge sharing and team growth. I deliver secure, high-performance applications aligned with business and user needs. Currently pursuing studies in Project Management to strengthen leadership and execution skills, while also working on a patent in intelligent automation for financial compliance. Passionate about innovation, I focus on building smart systems that improve efficiency, regulatory compliance, and customer experience, and I am actively exploring opportunities to publish research in software engineering.

Rob Mihalko, Founder, Principal, Spectus Strategy

Rob Mihalko is a strategy and marketing executive with more than 15 years of management experience with digital marketplaces. He currently advises companies across a range of strategy, growth and operations topics related to digital marketplaces. He designed a business course on managing digital marketplaces, offered at Stanford Continuing Studies. Rob is also an active angel investor in early-stage marketplaces. Previously, Rob led growth for several marketplace businesses, including Ariba Network, as global vice president at SAP Ariba.

Garrett Olson, Head of Insurance & ER, Wolt

Garrett Olson works at the technology company Wolt where he is responsible for creating their industry-leading insurance and ERM program. Building simple, relevant and valuable safety nets into the platform economy motivates him. Prior to Wolt; for nearly two decades Garrett worked directly with the Executive Boards at Zurich Insurance Group, Mærsk and FLSmidth A/S in various strategy, risk and venture building roles.

Vanita Pandey, Chief Marketing Officer, Microblink

Vanita Pandey is the Chief Marketing Officer at Microblink. With expertise in identity, fraud prevention, and risk management, Vanita has held leadership roles at CAF, Arkose Labs, ThreatMetrix (LexisNexis), and Simility (PayPal), shaping market strategy. She also led digital payments and risk initiatives at Visa, Capital One, ABN Amro, and Standard Chartered. Vanita holds an MBA from UC Irvine and a Bachelor's in Physics from the University of Delhi.

Mary Pilon, Senior Investigator, Waterfront Intelligence

Mary Pilon, a senior investigator with Waterfront Intelligence, came to private investigations as a veteran journalist and Emmy-nominated filmmaker who has covered subjects ranging from finance and crime to romance scams and dog shows. She held investigative staff reporter positions at The New York Times covering sports and at The Wall Street Journal covering business. Mary is the author of several bestselling books, including the New York Times bestseller, "The Monopolists: Obsession, Fury, and the Scandal Behind the World's Favorite Board Game" and "The Longest Race" with Olympian Kara Goucher. You can find her work at marypilon.com.

Eduardo Pires, Director of Fraud Prevention, Incognia

Eduardo Pires is the Director of Fraud Prevention at Incognia, where he leads the fraud strategy for digital platforms worldwide. A computer scientist by training and MIT Innovators Under 35 honoree, he brings deep expertise in mobile-first risk, device & location intelligence, and evolving fraud ecosystems.

SPEAKER BIOGRAPHIES

Alex Popken, SVP Trust & Safety and AI Services, WebPurify, an IntouchCX Company

Alex Popken leads Trust & Safety and AI Services at WebPurify, where she also founded and oversees the company's Trust & Safety consultancy. Prior to WebPurify, she spent a decade at Twitter leading Trust & Safety operations teams.

Ranjan Reddy, Founder & CEO, Bureau ID

Ranjan R. Reddy is currently the CEO and Founder of Bureau - an integrated identity decisioning, compliance and fraud prevention platform. As a leading expert in payments, risk intelligence, and identity verification with 17+ years of industry experience, his profound knowledge of mobile wallets, payment gateways, transaction processing, fraud prevention, and identity solutions has driven Bureau to the forefront of the regulatory technology (RegTech) world.

Deana Rich, Co-Founder, Infinicpt

Deana is a visionary payments leader with 30 years of experience in risk management, compliance, and financial operations. As Co-CEO and founder of Infinicpt, she drives growth, strategy, and innovation, revolutionizing the Payment Facilitator experience with advanced underwriting, transaction, and payout tools. A recognized industry authority, she has educated regulators, shaped ETA guidelines, and led multiple professional organizations, including APP. Deana's expertise in governance, compliance, and innovation continues to set benchmarks in the payments industry.

Samantha Rodriguez, Senior Global Intelligence PM, Coinbase

Samantha is a Senior Project Manager on the Global Intelligence team at Coinbase, with 8 years at the company and 10+ years in fintech. Samantha began her career in fraud prevention at two P2P lenders before specializing in cryptocurrency investigations, CSAM investigations, legal process response, and project management. Samantha leads cross-functional initiatives spanning Legal, Compliance, and Engineering to scale investigative operations and support law enforcement. Samantha is passionate about building trusted systems that protect users and strengthen global enforcement efforts.

Chaitanya Sarada, Co-Founder & CEO, AiPrise Inc

Chaitanya Sarada is Co-founder & CEO of AiPrise. He previously led compliance and fraud prevention at Google, bringing deep expertise in risk and identity to building AI-native solutions that transform how marketplaces onboard and verify merchants.

Vinay Shiriwastaw, Chief Commercial Officer, DisputeHelp

Vinay Shiriwastaw is a Fintech and Sr. Payments executive with 25+ years of experience in the payments and FI business. He is focused on revenue growth, brand, business strategy, scaling, technical & product delivery, partnerships, client engagement, retention and client satisfaction. Vinay serves as Chief Commercial Officer for Chargebackhelp a Global Payments company and also serves as an advisor to 3 emerging fintechs; one in the stablecoin space, one in trust and identity and one in the family health practice space. He has had previous roles at JP Morgan, Fiserv, Rapyd and Bank of America all in the payments merchant acquiring business. His passion is exploring global emerging payments technology such as stablecoin usage, agentics commerce and modernized embedded finance.

Apurva Shrivastava, Senior Technical Product Lead

Apurva is a Senior Product Lead specializing in payments infrastructure, disbursement platforms, identity verification, and financial crime compliance. With over 10 years of experience across global tech companies, card networks, and financial institutions, he works at the intersection of payments, marketplace risk, and compliance, building systems that enable secure, scalable money movement. He has led product strategy for cross-border payments, KYC platforms, and large-scale disbursement systems, focusing on embedding identity and risk controls directly into payout flows. Previously at Visa and Verifi, he worked on dispute resolution and fraud signal networks. His work and research explore identity assurance, embedded AI in financial services, and compliance automation in payout ecosystems.

Nandini Singh, Sr. TPM, Security

Nandini leads critical security programs focused on risk management and enhancing cybersecurity resilience as part of the Central Security Org. Throughout her tenure, she has spearheaded initiatives focused on managing information security risks, securing the computing supply chain, advancing technologies for AI safety, trust, security, and responsible use, and ensuring regulatory compliance. Her pivotal role in defining the security posture of open-source libraries and meeting the commitments of the Digital Services Act by the EU underscores her strategic vision and commitment to elevating global cybersecurity standards. As a Sr. IEEE Member and Leadership Team member at the Women in CyberSecurity (WiCyS) Silicon Valley Affiliate, Nandini is passionate about fostering security innovation and promoting inclusivity in the tech industry.

Radhini Sridhara, Manager

Radhini Sridhara is a Digital Safety and AI Governance leader with over a decade of experience at the intersection of cybersecurity, responsible AI, and global regulatory compliance. She has led Trust & Safety programs spanning 50+ regulations — including the EU AI Act, GDPR, and the Digital Services Act — across Deloitte and the World Bank Group. Radhini specializes in translating complex policy frameworks into enforceable, human-centered systems, and has built AI-powered fraud detection pipelines that drive measurable impact at scale. A double graduate, she holds an MBA from New York University and a Master's in Quantitative Methods and Modeling from Baruch College.



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