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MARKETPLACE RISK GLOBAL SUMMIT

LONDON, NOV 10-11, 2025

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WELCOME

Greetings!

Welcome to the 2025 Marketplace Risk Global Summit in London, hosted at our new venue, The Minster Building. We're thrilled to bring together professionals from marketplaces, fintechs, and digital platforms from around the globe in one of the world's leading centers for technology, finance, and innovation.

This year's Summit offers an expanded program filled with thought-provoking sessions, panels, and discussions led by industry leaders, founders, and experts. Together, we'll explore the most critical topics shaping our ecosystem today—trust & safety, digital risk management, compliance, fraud prevention, and evolving regulations.

A sincere thank you to our speakers for sharing their time, expertise, and insights, and to our sponsors for their invaluable support in helping us continue to grow this vibrant community.

Most importantly, thank you to all of our attendees for being part of this journey. Your participation, ideas, and collaboration are what make Marketplace Risk so unique. I encourage you to make the most of every opportunity to connect, learn, and engage—this event is designed for you.

If there's anything I can do to make your experience even better, or if you'd like to get more involved with Marketplace Risk, please don't hesitate to reach out at jgottschalk@marketplacerisk.com. Enjoy the conference!

Jeremy Gottschalk | Founder, Marketplace Risk

Welcome to the 2025 Marketplace Risk Global Summit in London!

It's an honor to gather once again with such an inspiring community of leaders, innovators, and changemakers who are shaping the future of digital platforms, marketplaces, fintech, and the broader trust and safety ecosystem. Each year, this summit brings together professionals from around the world to share knowledge, build connections, and explore the evolving challenges and opportunities in digital risk.

As the landscape continues to expand beyond traditional marketplaces, conversations about risk, regulation, trust, and compliance are more important than ever. The Marketplace Risk Global Summit provides a unique space to exchange ideas, learn from one another, and collectively build safer, more resilient, and more responsible digital environments.

I'm incredibly proud of how this community continues to evolve — from our early focus on platform risk to embracing the full spectrum of digital risk management. Your participation helps drive that evolution, and your insights make this event what it is: a collaborative, forward-thinking forum for action and impact.

Thank you for being part of this year's Summit. I hope you'll take full advantage of the sessions, panels, and conversations ahead — and that you leave London inspired, connected, and ready to lead the way in digital risk innovation.

Welcome to MRGS25!

Jessica Ballard | Advisory Board Chair

TABLE OF CONTENTS

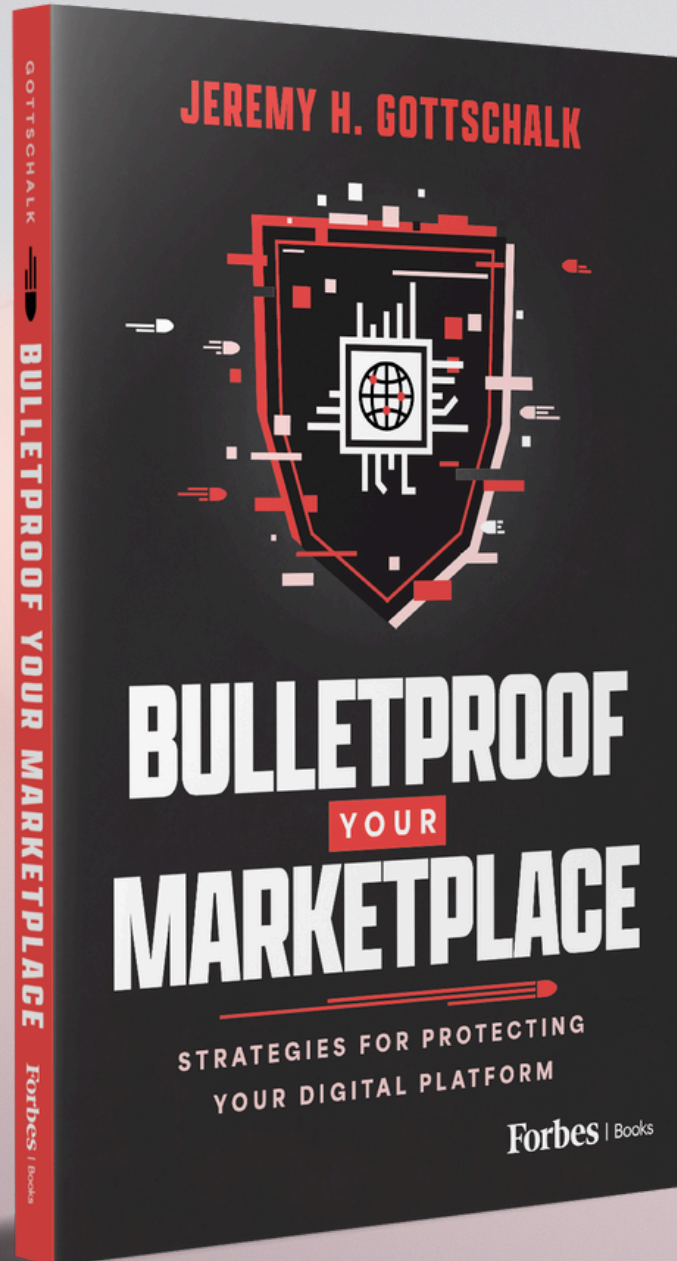
Sponsors	4
Marketplace Risk Advisory Board	6
Schedule At-A-Glance	8 - 9
Agenda	10 - 23
Speaker Biographies	24 - 29



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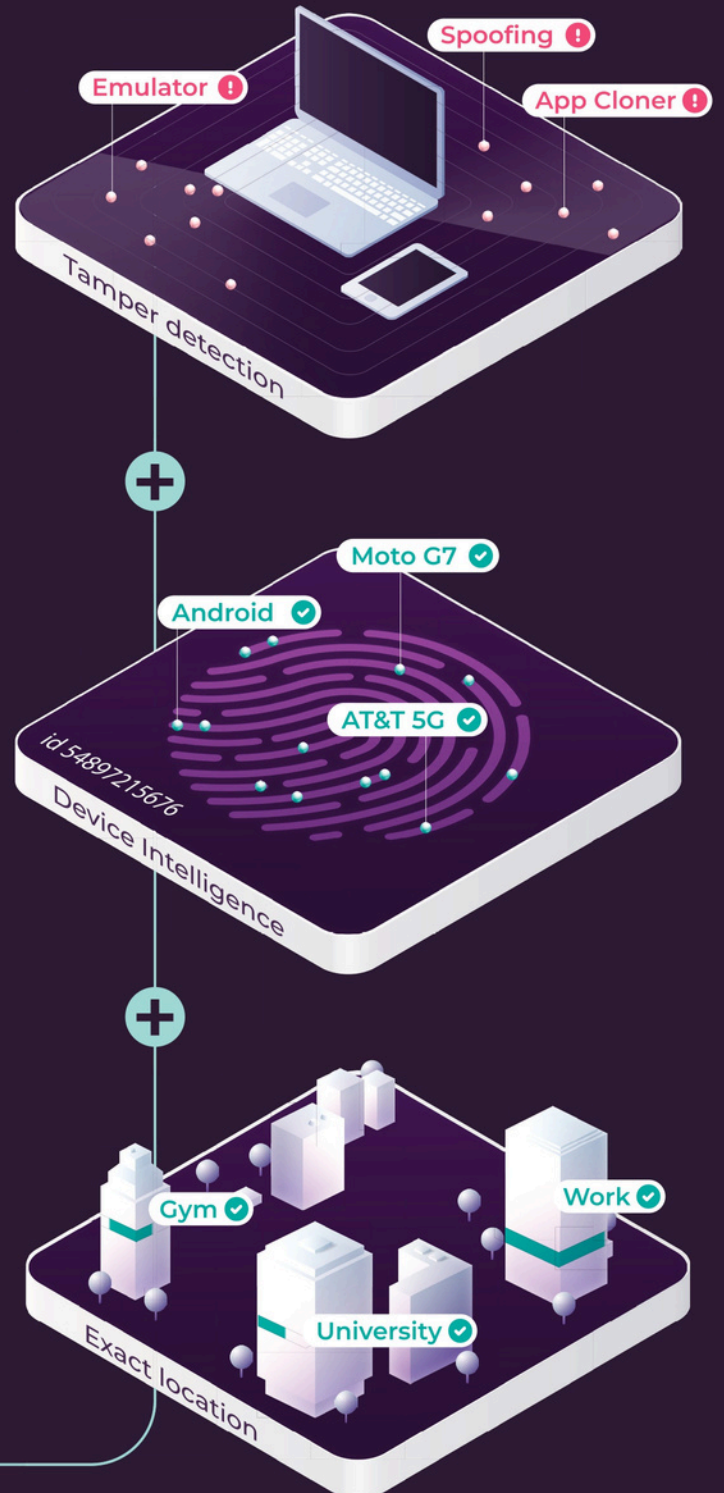
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SCHEDULE AT-A-GLANCE

MONDAY 10 NOV

8:00 AM - 9:00 AM

Check In & Networking Breakfast

The Minster Building

9:00 AM - 9:40 AM

Keynote: TBD

Marketplace Risk Room

9:50 AM - 10:30 AM

The Fraud Forecast: Insights from Global Delivery & Mobility Platforms

Incognia Room

Navigating Emerging Regulatory Risks in UK & EU Marketplaces

LegitScript Room

10:45 AM - 11:15 AM

Fraud and Scams: The Biggest Threat to Teens, and How It's Being Tackled

LegitScript Room

Stronger Together: The Power of Cross-Sector Collaboration in Marketplace Trust

Marketplace Risk Room

11:30 AM - 12:00 PM

Dating, Gaming & Chatting: New Liability Risks Facing Online Platforms...

Incognia Room

Cultivating Trust & Safety through Community Empowerment and Education

LegitScript Room

Building Trust & Safety: Mitigating the Risk of Worker Fraud in a Digital Age

Marketplace Risk Room

12:15 PM - 12:45 PM

Rethinking Trust in Marketplaces: From Digital Wallets to Social Identity

Incognia Room

12:15 PM - 12:50 PM

Seeing Is Believing: Can Marketplaces Survive the AI Image Era?

LegitScript Room

12:45 PM - 1:30 PM

Networking Lunch

The Minster Building

1:30 PM - 2:00 PM

Beyond Detection: Scaling Age Assurance with Context-Aware Filtering Models

Incognia Room

The Over-Regulation Trap: When Trust & Safety Rules Backfire

LegitScript Room

AI & Protected Health Data in Marketplaces

Marketplace Risk Room

2:15 PM - 2:45 PM

When One Breach Becomes Everyone's Problem

Incognia Room

AI + Strategy: Balancing Automation with Risk Posture

LegitScript Room

AI-Powered Payments at Scale: Enhancing Developer Experience for Global Impact

Marketplace Risk Room

2:45 PM - 3:10 PM

Know Your Vendor Break

The Minster Building

3:10 PM - 3:40 PM

Building a Solid Trust and Safety Foundation in the Age of AI

Incognia Room

Deepfakes, AI & Child Safety: Navigating Legal and Marketplace Risks

LegitScript Room

The UK Online Safety Act: What It Means for Global Platforms

Marketplace Risk Room

3:55 PM - 4:25 PM

Autonomous Vehicle Commercialization: What the World looks like now for Autonomy?

Incognia Room

When Cyber Risk Meets Human Safety

LegitScript Room

How Do We Verify Consent in the Age of AI Porn Creation

Marketplace Risk Room

4:40 PM - 5:10 PM

Fraud is a Feature, Not a Bug

LegitScript Room

How to Control Uncontrollable? Partnering with Third-Party Vendors

Marketplace Risk Room

5:30 PM - 7:30 PM

Welcome Reception hosted by Apollo

TUESDAY 11 NOV

8:00 AM - 9:00 AM

Check In & Networking Breakfast

The Minster Building

9:00 AM - 9:40 AM

Opening Session: TBD

Marketplace Risk Room

SCHEDULE AT-A-GLANCE

9:50 AM - 10:30 AM

Resilience by Design: Building Risk Mitigation into the Platform DNA

Incognia Room

Why SaaS Companies Also Need to Have Trust & Safety

LegitScript Room

The Only Talk at Marketplace Risk That's Already Reshaped the Internet—Twice

Marketplace Risk Room

10:45 AM - 11:15 AM

When One Breach Becomes Everyone's Problem

Incognia Room

From Red Lights to Green Lights: Reframing Trust & Safety

LegitScript Room

Failure to Prevent Fraud: Protecting Your Platform from the Next Big UK Risk

Marketplace Risk Room

11:30 AM - 12:00 PM

Defending the Front Line

Incognia Room

Psychological Safety in the AI-Ascendent Workplace

LegitScript Room

Beyond the Surface: Harnessing Deep & Dark Web Intelligence to Thwart Marketplace Fraud

Marketplace Risk Room

12:15 PM - 12:45 PM

Navigating the Streets as a Sustainable Platform

Incognia Room

12:15 PM - 12:50 PM

Reality Check: Regulatory Rollout in Practice

LegitScript Room

12:15 PM - 12:55 PM

Move Fast - But Don't Break Trust

Marketplace Risk Room

12:45 PM - 1:30 PM

Networking Lunch

The Minster Building

1:30 PM - 2:05 PM

Beyond Prevention: Building a Support System for Marketplace Scam Victims

Incognia Room

1:30 PM - 2:00 PM

New Risks Generated by AI, Tools for Risk Management and New Insurance Products

LegitScript Room

Risk to Revenue: Navigating Video Games Platform Risks to Protect Growth

Marketplace Risk Room

2:15 PM - 2:45 PM

Compliance by Design: Building Regulation-Robust Safety Products

Incognia Room

Claims & Risk Management: The Benefits & Pit Falls of a Global versus Regional Approach...

LegitScript Room

What It Takes to Build an AI-First Marketplace in 2026

Marketplace Risk Room

2:45 PM - 5:00 PM

Networking Reception hosted by AON

The Minster Building

AGENDA MONDAY 10 NOVEMBER

MONDAY

8:00 AM - 9:00 AM

The Minster Building

Check In & Networking Breakfast

Be sure to check in early to connect and network with other attendees over breakfast!

KEYNOTE

9:00 AM - 9:40 AM

Marketplace Risk Room

TBD | TBD

TBD

SESSIONS

9:50 AM - 10:30 AM

Incognia Room

The Fraud Forecast: Insights from Global Delivery & Mobility Platforms | Kyle Griffin, Enterprise Account Executive, Incognia; and Felix Reyes, Senior Fraud Analyst, Bolt

As global food delivery and ride-share platforms scale, so does the sophistication and coordination of fraud. Based on a new survey of industry professionals across various geographies, this session highlights the top concerns — including collusion, account reuse, and gaps in tamper detection — and reveals how fraud teams are responding.

In conversation with a senior fraud analyst at Bolt, we'll go beyond the data, exploring how these trends demand new defensive strategies that utilize device, behavioral, and location signals. Attendees will leave not only with insights but also with tactical frameworks and real-world examples for structuring a fraud strategy aligned with market realities.

9:50 AM - 10:30 AM

LegitScript Room

Navigating Emerging Regulatory Risks in UK & EU Marketplaces | Ted James, Associate General Counsel, LegitScript; and Luca Jarone, Key Account Manager, LegitScript

Marketplaces in the UK and EU are facing new regulatory challenges alongside a surge in high-risk products, from illegal nicotine products to potentially defective electronic parts. Amid evolving legal standards and increasingly strict rules from payment processing partners, platforms must navigate complex regulations, outdated screening approaches, and increasingly sophisticated fraudulent behavior.

In this session, our panelists will explore how companies are adapting to this dynamic environment, building proactive compliance strategies that mitigate risk while supporting growth. The discussion will also highlight how platforms can anticipate tomorrow's risks before regulators act, creating a more resilient marketplace. This talk is relevant both to platforms within the UK and EU as well as those in the US and beyond.

AGENDA MONDAY 10 NOVEMBER

10:45 AM - 11:15 AM **Fraud and Scams: The Biggest Threat to Teens, and How It's Being Tackled** | Rima Amin, Global Security Policy Manager, Meta; Dr. Bina Bhardwa, Senior Research Fellow, Birkbeck University; and Ailís Daly, Head of Trust & Safety, EMEA, WebPurify, an IntouchCX Company
LegitScript Room

From “dupe culture” to social media hustles, online fraud has become the fastest-growing digital threat facing young people today. Teens and young adults are now among the most targeted — and sometimes even unknowingly complicit — groups in online scams. Yet this issue remains largely overlooked in national policy and industry strategy.

This session brings together cutting-edge academic research and frontline platform expertise to unpack how and why young people are increasingly exposed to fraud, and what platforms, educators, and policymakers can do to stop it.

10:45 AM - 11:15 AM **Stronger Together: The Power of Cross-Sector Collaboration in Marketplace Trust** | Tom Bell, Manager, Customer Trust External Relations, Amazon; Helen Fairfax-Wall, Chief Policy and Communications Officer, Stop Scams UK; Domonique Rai-Varming, VP of Trust & Legal, TrustPilot; and Ruth Ray, Director of Fraud Policy and Operations, UK Finance
Marketplace Risk Room

In today's interconnected digital economy, no single organization can combat marketplace abuse alone. This session explores how unprecedented collaboration between marketplaces, financial institutions, consumer groups, and government agencies is revolutionizing trust and safety. Through real-world examples and insights from industry leaders, discover how information sharing, joint enforcement actions, and coordinated consumer education are creating a more resilient ecosystem. Learn how organizations like Amazon, Stop Scams UK, Trust Pilot, and UK Finance are breaking down silos to build innovative partnerships that protect consumers and maintain marketplace integrity.

11:30 AM - 12:00 PM **Dating, Gaming & Chatting: New Liability Risks Facing Online Platforms...** | Xander Fritz, Director, Risk Management & Claims, DoorDash; Chris Moore, Head of Apollo 1971, Apollo ibott 1971; and Andrea Ward, Senior Vice President, CRC
Incognia Room

Online platforms are reshaping how people connect—whether through dating, gaming, or social interaction—but with this growth comes a new wave of liability exposures. From content moderation and data privacy to harassment, fraud, and emerging regulatory scrutiny, platforms must navigate a complex and rapidly shifting risk landscape. In this session, our panellists will discuss how they are assessing and managing these liabilities, the tools and governance frameworks being deployed to protect users and brands, and where greater collaboration across industry, regulators, and insurers is needed. The conversation will also explore innovative insurance solutions and risk-transfer mechanisms tailored to platform economies, ensuring resilience in an environment where digital interactions increasingly define real-world consequences.

AGENDA MONDAY 10 NOVEMBER

11:30 PM - 12:00 PM **Cultivating Trust & Safety through Community Empowerment and Education** | *LegitScript Room*

Sophie Walsh, Head of Trust & Safety, Depop; and Cannon Wheatcroft-Lee, Sales Director, Prove

This session will explore key themes in trust and safety for online marketplaces, focusing on cultivating a culture of trust through community empowerment and education. It will examine the future of trust in the context of AI advancements and emerging risks, providing strategies for navigating this evolving landscape. The discussion will also cover the challenges of scaling trust and safety operations as marketplaces grow to millions of global users, highlighting the investments businesses make to protect both buyers and sellers. Additionally, the session will emphasize the concept of “trust by design,” illustrating the power of cross-functional collaboration between product, engineering, and marketing teams—from ideation to launch and iteration—to embed trust and safety throughout the product lifecycle.

11:30 PM - 12:00 PM **Building Trust & Safety: Mitigating the Risk of Worker Fraud in a Digital Age** | *Marketplace Risk Room*

Jack Dendle, Head of Client Success (GIG International), First Advantage; and Adam Rudd, Sales Director EMEA, First Advantage

This session will address the challenges that digital and gig platforms face in light of the emerging threats of fraud. We will cover recent changes to government legislation and explore how organisations are leveraging digital services to protect their brand, safeguard the community, and mitigate financial risks. Participants will gain insights into implementing a robust and compliant onboarding programme with minimal impact, while ensuring scalability to meet the growing demands of the sector. Additionally, the session will highlight industry trends and adaptations that organisations can consider for future success.

12:15 PM - 12:45 PM **Rethinking Trust in Marketplaces: From Digital Wallets to Social Identity** | *Incognia Room*

Adam Kahn, Trust, LinkedIn; and Poornima Sethu, Engagement Manager, Persona

Marketplaces are entering a new era of identity. Governments are rolling out digital IDs like Europe's eID wallets, while users increasingly expect portable, reusable credentials they can carry across platforms. At the same time, alternative trust signals—such as LinkedIn's verified badges, professional networks, and reputation systems—are reshaping how identity is expressed online.

In this session, LinkedIn and Persona share real examples from LinkedIn's acceptance of digital IDs and explore how marketplaces can rethink identity—blending official credentials with community-driven signals to create experiences that are secure, portable, and user-first.

12:15 PM - 12:50 PM **Seeing Is Believing: Can Marketplaces Survive the AI Image Era?** | *LegitScript Room*

Charlotte Bax, Founder & CEO, Captur AI; and Tanya Cordrey, Chief Product Officer, Motorway

Marketplaces run on trust. But what happens when the images buyers and sellers rely on are no longer real? AI image generation is rewriting the visual language of commerce — powering stunning product photos, instant listings, and personalized shopping experiences. Yet it's also blurring the line between truth and illusion.

This panel explores the tension between synthetic creativity and authentic trust. Can marketplaces harness AI's power without breaking the bond that keeps buyers and sellers honest? Or are we entering a world where everything looks real — and nothing is?

AGENDA MONDAY 10 NOVEMBER

12:45 PM - 1:30 PM

The Minster Building

Networking Lunch

Grab lunch with old friends and new colleagues.

1:30 PM - 2:00 PM

Incognia Room

Beyond Detection: Scaling Age Assurance with Context-Aware Filtering Models |

Katerina Kolomeytseva, ML Engineer, Bumble Inc.

Accurately moderating age-related content is essential for platform safety—but AI models often misclassify casual age mentions, overwhelming moderation queues. This session presents a two-layered system deployed at a large social platform with millions monthly active users. The first multilingual classifier flags potential underage content; a second, context-aware filter analyzes behavior patterns to refine decisions. This approach reduced false positives, accelerated sanctions, and improved moderation efficiency. Attendees will learn how to build scalable workflows, leverage behavioral signals for precise filtering, and elevate compliance—all while boosting user trust and operational effectiveness.

1:30 PM - 2:00 PM

LegitScript Room

The Over-Regulation Trap: When Trust & Safety Rules Backfire | *Juliana Araújo, Director of Product Management, Skyscanner; Naiara Pereira Cunha, VP of Global Delivery and Head of Legal Affairs, Besedo Global; and Aditi Udayabhaskar, Regulatory Compliance Manager, OSA, eBay*

As the regulatory landscape evolves, so do the challenges for those building responsible tech. Rules like the UK's Online Safety Act and the EU's DSA are important, but for global platforms, navigating a patchwork of overlapping, sometimes conflicting frameworks is becoming a serious obstacle.

Too much regulation risks stalling innovation and making compliance unworkable. Too little (or poorly defined rules) leave users and platforms exposed.

This session looks at what happens when regulation is either excessive or falls short. From the perspective of platforms operating across multiple jurisdictions, this session explores how Trust & Safety strategies and teams are adapting to stay compliant without killing platforms' product innovation.

1:30 PM - 2:00 PM

Marketplace Risk Room

AI & Protected Health Data in Marketplaces | *Emily Campbell, Executive Director & Co-Founder, Not These Ovaries; and Alex Kroeger, Attorney, Larson King*

In this session we will review legal considerations of processing and accessing protected health information of users and the instances where you open yourself to risk.

AGENDA MONDAY 10 NOVEMBER

2:15 PM - 2:45 PM

Incognia Room

When One Breach Becomes Everyone's Problem | Nicola Gandy, Director & Founder, Azacus.io Cyber Security; Alex Kroeger, Attorney, Larson King; Phillip Watkins, Head of Future Mobility, eavi; and Willem Toledano, Founder, Credscout.io

A single compromised credential can open the door to far-reaching damage. What begins as one leaked login can cascade across platforms, users, and partners—undermining trust and exposing companies and individuals. This panel asks: Why does one breach so often become everyone's problem? How do credential compromises erode trust, and how can startups foster cyber hygiene from the start? What role does domain and credential monitoring play in spotting threats early? And how can leaders embed a culture of everyday security? Attendees will leave with practical strategies to reduce credential risk and strengthen trust at every stage of growth.

2:15 PM - 2:45 PM

LegitScript Room

AI + Strategy: Balancing Automation with Risk Posture | Tom Cook, Chief Technical & Product Officer, LegitScript; and Ted James, Associate General Counsel, LegitScript

AI moderation tools are reshaping how marketplaces identify and mitigate risks, offering unprecedented scale in detecting problematic listings while raising new questions about accuracy, fairness, and accountability. At the same time, platforms must define their risk tolerance in sensitive categories such as health products, gambling, and emerging digital goods — balancing automation with human judgment where nuance and intent matter most. In this session, our panellists will examine the promise and limits of AI-driven moderation, the importance of aligning technology with clearly defined risk strategies, and the role of collaboration with regulators and third-party verifiers in building long-term trust.

2:15 PM - 2:45 PM

Marketplace Risk Room

AI-Powered Payments at Scale: Enhancing Developer Experience for Global Impact | Awajioyem Miracle Ikoawaji, Product Manager - Growth, Busuu; and Maryna Rybalko, Product Manager, Paydock

In this session, we'll share lessons from building scalable, secure payment solutions across global markets and how AI is taking developer experience to a whole new level. Drawing on our experience leading product and engineering teams across Europe, APAC, and Africa, we'll explore the critical role developer experience plays in driving adoption, trust, and innovation in payments. We'll share practical strategies from integrating with 60+ payment providers, designing developer-friendly APIs, and embedding "security by design" to ensure PCI DSS compliance from day one. We will show how AI not only transforms developer workflows by simplifying payment integrations but also optimises payment processing itself, for example, improving fraud prevention by reducing false positives by up to 80%, allowing more legitimate payments to go through, creating better experiences for developers, merchants, and end users. Whether you're building payment APIs or digital platforms with global reach, you'll leave with actionable insights to improve developer workflows, build trust, and deliver seamless, intelligent payment experiences at scale.

AGENDA MONDAY 10 NOVEMBER

2:45 PM - 3:10 PM

The Minster Building

Know Your Vendor Break

Take this time to visit the exhibitor space and connect with the solution providers and vendors on site. Explore the latest innovations in trust & safety, risk management, and legal compliance — all designed to help protect your platform, your users, and your business. Discover essential tools, build valuable connections, and stay ahead of emerging risks.

3:10 PM - 3:40 PM

Incognia Room

Building a Solid Trust and Safety Foundation in the Age of AI | Dasha Rosenberg, T&S Group Manager, Fiverr

In the age of AI, trust and safety teams face unprecedented challenges: scaling operations, enforcing complex policies, and protecting users while navigating constantly changing regulations. This session will explore how marketplaces can build strong, actionable foundations that allow AI and automation to work effectively, without sacrificing human judgment. Using real-world examples from Fiverr, we'll show how moderators evolve from reactive reviewers into analysts, trend-spotters, and decision-makers, helping shape policies, improving AI detection, and safeguarding digital communities.

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AGENDA MONDAY 10 NOVEMBER

3:10 PM - 3:40 PM

LegitScript Room

Deepfakes, AI & Child Safety: Navigating Legal and Marketplace Risks | Camilla Hegarty, SVP Practice Lead & Business Development – Trust and Safety, Teleperformance; Caroline Humer, Co-Founder, STISA; and Varuna Mangtani, Senior Associate, Legal Policy & Law Enforcement, X

Generative AI and deepfakes are reshaping the risk landscape for online marketplaces, bringing new threats to trust, child safety, and regulatory compliance. This panel will explore how synthetic media is being misused for fraud, grooming, and exploitation, while also examining the challenges of detection, legal accountability for the platforms, and consumer protection.

We will discuss some of the emerging regulations such as the EU Digital Services Act, AI Act, and the UK Online Safety Act alongside practical marketplace strategies—from AI labelling, authenticity verification and AI detection tools to human-in-the-loop moderation and prosocial design.

Panelists will share global perspectives on how marketplaces can balance innovation with safety, ensuring protection for vulnerable users while maintaining compliance and trust.

3:10 PM - 3:40 PM

Marketplace Risk Room

The UK Online Safety Act: What It Means for Global Platforms | Matthew Banham, Partner, Seyfarth Shaw LLP

From September 2025, the OSA imposes tough new duties for companies hosting user-generated content or enabling online interactions with UK users. Platforms must implement robust moderation, fraud detection, and takedown processes or face massive fines and personal liability for executives.

Matters to explore: Practical, proportionate compliance frameworks that integrate moderation, reporting, and takedown systems without harming user experience.

3:55 PM - 4:25 PM

Incognia Room

Autonomous Vehicle Commercialization: What the World looks like now for Autonomy? | Nick Gibbs, Class Leader - ibott 1971, Apollo ibott 1971; Ben Lowenstein, Head of UK and EU Policy & Government Affairs, Waymo; and Janie Upchurch, Senior Risk Manager, Lyft

Autonomous vehicle technology has moved from testing grounds to real-world deployment, with commercial pilots, freight corridors, and urban mobility services beginning to scale. Yet alongside technical progress come critical questions around safety validation, liability allocation, regulatory readiness, and consumer trust. In this session, our panellists will share how their companies are advancing commercialization—covering the latest in sensor fusion, AI-driven perception, remote operations, and human-machine interface—and where the biggest roadblocks remain. Discussion will also focus on evolving risk frameworks, partnership models, and insurance solutions that are enabling autonomy to transition from innovation to sustainable, large-scale operations.

3:55 PM - 4:25 PM

LegitScript Room

When Cyber Risk Meets Human Safety | Nicola Gandy, Director & Founder, Azacus.io

Cyber threats don't just compromise systems—they affect people. This session explores how phishing, account takeovers, defacing, and disinformation translate into real-world harm for users and communities. Attendees will learn how cyber risks erode trust, reputation, and safety, and why traditional/technical security measures alone aren't enough. Takeaways include: understanding the human impact of cyber threats, practical strategies to embed cyber risk awareness into trust and safety policies, and actionable steps to strengthen resilience while protecting user confidence.

AGENDA MONDAY 10 NOVEMBER

3:55 PM - 4:25 PM

Marketplace Risk Room

How Do We Verify Consent in the Age of AI Porn Creation | Maria Allgaier, Co-Founder & Former CEO, Freyja; Caroline Humer, Co-Founder, STISA; and Madelaine Thomas, Founder, Image Angel

Adult platforms have systems to check consent, but they are limited, and AI-generated pornography makes the gaps even wider. This talk explores how consent is (and isn't) verified today, the risks posed by AI deepfakes, and why we need stronger infrastructure now before technology races ahead of ethics.

4:40 PM - 5:10 PM

LegitScript Room

Fraud is a Feature, Not a Bug | Pedro Bennasar, Head of Payments, Vestaire Collective; Cecilie Fjellhøy, Co-Founder, Love Said; Leonardo Lins, Head of Fraud, Mangopay; Vanita Pandey, CMO, Microblink; and Pranav Prakash, Fraud & Authentication Supplier Strategy, Klarna

Fraud doesn't "just happen." In fact, it is often baked into systems and controls. Every workflow, API, and policy choice creates openings that fraudsters are quick to exploit. They don't compromise flaws in designs; they use them exactly as intended. From frictionless onboarding and open integrations to refund policies and "trust" signals, the very features that drive growth can become attack surfaces. And when human factors like urgency, empathy, and overconfidence enter the mix, those vulnerabilities multiply.

This session will examine how the potential for fraud is often designed into our systems. The audience will learn how to identify weak points early, integrate threat modeling into product decisions, and create systems that protect both the business and its customers.

4:40 PM - 5:10 PM

Marketplace Risk Room

How to Control Uncontrollable? Partnering with Third-Party Vendors | Gabrielė Mongirdaitė, Manager of Data Science and Analytics, Security & Marketplace Technologies, Vinted; Aistė Povilaikaitė-Paisana, Group Product Manager, Security, Vinted; and Karolis Žilinskas, Director of Engineering, Security, Vinted

In today's dynamic security landscape, organizations rely on a blend of internal solutions and third-party integrations to effectively detect and address malicious activities. This reliance, however, presents challenges for security teams who must maintain autonomy while managing their responsibilities, particularly when critical aspects like tool performance rest in the hands of third-party vendors. This can lead to conflicts in strategy, execution, and accountability.

In this session, we will explore how Vinted navigates the complex world of security ecosystems, with a particular focus on partnerships with third-party vendors. By examining these relationships, attendees will gain insights into strategies for overcoming associated challenges. We will discuss tailored solutions across product, engineering, and data science and analytics that enhance collaboration and optimize outcomes.

5:30 PM - 7:30 PM

Apollo Building

Welcome Reception hosted by Apollo

Join us for a welcome reception hosted by Apollo on the evening after the first day of the Marketplace Risk Global Summit! This networking event offers a relaxed atmosphere to connect with fellow attendees, speakers, and industry leaders. Enjoy refreshments, engage in insightful conversations, and kick off the conference with new connections. The reception will take place at Apollo's offices from 5:30 PM to 7:30 PM, setting the stage for the exciting sessions and opportunities that follow. Don't miss this chance to mingle and set the tone for a productive conference!

AGENDA TUESDAY 11 NOVEMBER

TUESDAY

8:00 AM - 9:00 AM

The Minster Building

Check In & Networking Breakfast

Be sure to check in early to connect and network with other attendees over breakfast!

OPENING SESSION

9:50 AM - 10:30 AM

Marketplace Risk Room

Opening Session | TBD | TBD

TBD

SESSIONS

9:50 AM - 10:30 AM

Incognia Room

Resilience by Design: Building Risk Mitigation into the Platform DNA | Jeff Huebner, Executive Vice President, Commercial Insurance, Mobilitas Insurance; Dan Severin, Head of Insurance, Bolt; Xander Fritz, Director, Risk Management & Claims, DoorDash; and Janie Upchurch, Senior Risk Manager, Lyft

In a rapidly evolving digital landscape, resilience is no longer a reaction — it's a design principle. This session explores how leading platforms are embedding risk mitigation directly into their DNA, creating systems that anticipate and adapt rather than simply respond to disruption.

Experts will discuss how to integrate risk management into innovation processes without slowing down growth, and how to cultivate a culture where managing risk is everyone's responsibility — from engineering to operations. We'll also examine the evolving role of insurance as a resilience enabler and how a proactive approach to risk can become a true competitive advantage.

9:50 AM - 10:30 AM

LegitScript Room

Why SaaS Companies Also Need to Have Trust & Safety | Maria Allgaier, COO, involve.me; and Dr. Philip Radlanski, Partner, Greenberg Traurig

Many believe that Trust and Safety only applies to social media platforms, but what about SaaS companies, whose tools can also be used for Fraud & more? In this talk, we'll discover the issues that SaaS companies face when their software is abused, what common use cases can look like & why perhaps this is an area being overlooked and what can be done to make these softwares take safety seriously.

AGENDA TUESDAY 11 NOVEMBER

9:50 AM - 10:30 AM **The Only Talk at Marketplace Risk That's Already Reshaped the Internet—Twice** |

Marketplace Risk Room

Jesse Tayler, Founder, TruAnon

This One Talk Connects Three Internet Revolutions—Apps, Music, and now —Identity

The App Store Was Anti-Fraud. iTunes Was Anti-Fraud. This Is Act Three

Act 1: Let go the box—The App Store is limitless.

Act 2: Music piracy becomes obsolete—verified downloads avoid risk.

Act 3: Owner-controlled identity is a benefit—making profile fraud obsolete.

Transition responsibility back to the rightful owner—unlimited access, continuous deterrence.

10:45 AM - 11:15 AM **FaaS in Action: How Behavioral and Location Signals Break the Fraud Chain** |

Incognia Room

Eduardo Pires, Head of Global Industry, Incognia

You're not just fighting fraudsters. You're fighting an entire fraud supply chain. From plug-and-play mobile malware to identity spoofing and gig worker impersonation, today's fraud operations are scalable, organized, and tech-enabled.

In this panel, leaders from mobility and fraud tech will explore how behavioral, device, and location signals are helping platforms dismantle these coordinated attacks, and why legacy controls are no longer enough. They will share insights on what Fraud-as-a-Service looks like in practice, the impact of industrialized fraud on mobility and delivery apps, and lessons learned from real-world investigations into device farms, image injection, and refund/promo abuse.

The discussion will also cover how platforms are leveraging behavioral, device, and location signals to detect fraud earlier in the user journey, and why adaptive infrastructure and cross-team alignment are critical to stopping repeatable abuse at scale.

10:45 AM - 11:15 AM **From Red Lights to Green Lights: Reframing Trust & Safety** | **Emer Cassidy, Head of**

LegitScript Room

Trust & Safety, Zalando; Ailís Daly, Head of Trust & Safety, EMEA, WebPurify, an IntouchCX Company; and Emma Swift, Head of Monetization Policy, TikTok

Trust & Safety (T&S) teams are often seen as the department of “no.” In reality, the best T&S leaders enable innovation by asking, “How can this be done safely?” This session will explore how reframing Trust & Safety as a driver of business growth — not just a compliance function — can accelerate innovation, ROI, and user trust.

Through real-world examples from leading platforms, panelists will share how to move from reactive enforcement to proactive enablement, build influence with product and commercial teams, and design safety into the user experience from the ground up.

Key Takeaways: How to position Trust & Safety as a strategic business partner, not a blocker; Examples of T&S initiatives that drove measurable user growth, retention, or revenue; Frameworks for aligning safety, product, and commercial goals; and Lessons in influencing senior stakeholders and shifting company culture toward proactive safety.

AGENDA TUESDAY 11 NOVEMBER

10:45 AM - 11:15 AM **Failure to Prevent Fraud: Protecting Your Platform from the Next Big UK Risk |**
Marketplace Risk Room **Matthew Banham, Partner, Seyfarth Shaw LLP**

The new law creates strict liability for fraud linked to UK activity including fraud by contractors, sellers, or gig workers. Matters to explore: How to design “reasonable prevention procedures” for platform models, reduce exposure, and investigate cross-border fraud effectively.

11:30 AM - 12:00 PM **Defending the Front Line | Jonno Byrne, Global Director of Public Safety Response, Uber; and Nick Pailthorpe, Global Director of Government Relations, Kodex**
Incognia Room

Within this session, you will learn from Jonno Byrne about how Uber built and scaled its Global Public Safety Response team, with a deep dive into the challenges they have faced, the complexities of navigating the ever-evolving response to data requests, and the current threats that keep them up at night. Nick Pailthorpe will then explain how Kodex supports the industry with complex investigation verification techniques to keep platforms safe and highlight the latest threats they are seeing, including Law Enforcement Email Compromises and Police data breaches.

11:30 PM - 12:00 PM **Psychological Safety in the AI-Ascendent Workplace | Darshini Santhanam, Founder & Managing Director, The Human Skills Company**
LegitScript Room

Uncontained AI adoption presents a critical risk to operational resilience by severely eroding workplace psychological safety. Pervasive anxiety and job insecurity trigger defensive behaviours, including knowledge-hiding and organisational disengagement, undermining the very innovation AI is meant to accelerate. Drawing on a systems psychodynamic inquiry, this session proposes a decentralised internal coaching model as a vital, systemic defence mechanism - an organisational immune system. It functions as an essential container for collective anxiety, enabling employees to move from defensive, fragmented states to productive integration and individuation. This model mitigates the human failure risk, ensuring the workforce maintains the psychological bandwidth for adaptive, on-task work in an AI-driven environment.

11:30 PM - 12:00 PM **Beyond the Surface: Harnessing Deep & Dark Web Intelligence to Thwart Marketplace Fraud | Brittany Allen, Senior Trust & Safety Architect, Sift; and Anna Collier, Head of Fraud, Fanvue**
Marketplace Risk Room

Fraudsters are becoming more collaborative, often sharing tools, credentials, and attack methods on the deep and dark web before targeting marketplaces. In this session, Sift’s Brittany Allen and Fanvue’s Anna Collier will share how marketplaces can leverage dark web intelligence to get ahead of fraud. Attendees will learn how to monitor these sources, identify early signals of account takeover and payment fraud, integrate intelligence into fraud workflows, and balance compliance and ethical considerations. You’ll leave with a practical framework for building a proactive, intelligence-driven fraud prevention strategy that reduces risk and strengthens user trust.

AGENDA TUESDAY 11 NOVEMBER

12:15 PM - 12:45 PM **Navigating the Streets as a Sustainable Platform** | Xander Fritz, Director, Risk Management & Claims, DoorDash; Vonnie Hampshire, Director of Corporate Insurance, Deliveroo; and Garrett Olson, Head of Insurance & ERM, Wolt *Incognia Room*

The streets are getting crowded. Not just with couriers and customers, but with questions about how platform businesses can stay sustainable, compliant, and valuable in the long run. In this fast-paced session, speakers from DoorDash, Deliveroo, and Wolt will unpack what it truly means to build a future-ready platform in the age of urban mobility and shifting regulations. Expect sharp insights on how smart insurance frameworks protect both people and profits, how sustainability is reshaping delivery models, and how regulatory collaboration can fuel, not hinder, innovation. This isn't a policy lecture; it's a candid look at the real-world balancing act between growth, responsibility, and long-term value creation in the platform economy.

12:15 PM - 12:50 PM **Reality Check: Regulatory Rollout in Practice** | Azrie Affendie, Financial Crime Program Manager, Blockchain; Sameer Dubey, C-level Industry Advisor; Patrick Green, Head of AML & UK MLRO, Banking Circle; Ambreen Khasru, Head of Compliance eTM, eToro; and Vanita Pandey, CMO, Microblink *LegitScript Room*

The complex web of European regulations may make it seem like compliance leaders are clinging to a piece of driftwood amidst a vast ocean of rules. However, instead of constantly reacting, risk and compliance teams can take the initiative to stay ahead of regulations and help their organizations thrive.

This session will dive deep inside the machinery of modern compliance: how DAC7 is wiring up global data exchange, how eIDAS 2.0 could make verified commerce as natural as a handshake, how BritCard might crack open the doors of financial inclusion, and how MiCA is turning "trust" in crypto from a buzzword into a blueprint. We will provide the audience with clear takeaways and actionable insights into how to modernize traditional compliance processes, harness new technology for scalable execution, and navigate the gray zones of regulatory interpretation. Most importantly, this session will explore how to align compliance strategy with business growth.

12:15 PM - 12:55 PM **Move Fast - But Don't Break Trust** | Luke Hilton, VP of Solution Engineering Global, Marketplacer *Marketplace Risk Room*

Modern marketplaces are onboarding third-party sellers in hours - but risk can scale even faster. Fraud, KYC/AML lapses, and breaches of the UK's 28-day price rule threaten compliance and consumer confidence. This session explores how an API-first architecture and intelligent catalog rules can automate safe seller onboarding, detect non-compliance, and keep regulators happy - proving that speed and safety can coexist when technology does the heavy lifting.

AGENDA TUESDAY 11 NOVEMBER

12:45 PM - 1:30 PM

The Minster Building

Networking Lunch

Grab lunch with old friends and new colleagues.

1:30 PM - 2:05 PM

Incognia Room

Beyond Prevention: Building a Support System for Marketplace Scam Victims |

Abigail Bishop, Head of External Relations, Amazon; Helen Fairfax-Wall, Chief Policy and Communications Officer, Stop Scams UK; Tom Olsen, Sr. Corporate Counsel, Amazon; and Amanda Wolf, Head of Action Fraud & National Fraud Intelligence Bureau, Action Fraud

While prevention remains crucial, the reality is that marketplace scams continue to impact consumers globally. This panel brings together experts from law enforcement, consumer advocacy, legal services, and industry to discuss how organizations can better support scam victims. Learn about innovative victim support initiatives, cross-sector collaboration models, and emerging best practices for helping consumers recover both financially and emotionally. Panelists will share insights on building more effective support systems and discuss how improved victim services can strengthen overall fraud prevention efforts.

1:30 PM - 2:00 PM

LegitScript Room

New Risks Generated by AI, Tools for Risk Management and New Insurance Products |

Hayley Budd, Class Leader, Innovation, Apollo ibott 1971; Rebecca Marsden, VP of Commercial Finance, Oxa; and Dan Severin, Head of Insurance, Bolt

AI is evolving at unprecedented speed, creating both opportunities and complex new risks. In this session, our panellists will share how their organisations are deploying AI across critical functions—from Rideshare to Autonomous vehicles and transformation in the insurance underwriting and claims automation to real-time risk modelling—and the emerging exposures that accompany these advances, including algorithmic bias, data integrity, IP infringement, systemic outages, and liability attribution.

1:30 PM - 2:00 PM

Marketplace Risk Room

Risk to Revenue: Navigating Video Games Platform Risks to Protect Growth |

Eliano Rexho, Senior Strategy Manager, Digital Vertical Growth, Worldpay

A new era of Video Game platforms demands a new look at risk prevention. Across Video Game platforms, we are seeing shifts in monetization methods, consumer habits, and data collection. While these dynamics are driving growth and innovation, they are also driving risk, such as increased incidences of third-party and chargeback fraud. Proactively defending against these risks is critical to protecting growth.

In this presentation, Worldpay will cover: The dynamics fuelling changing risks across Video Game marketplaces / platforms; How risks are impacting trust and conversion; Strategic considerations for navigating risk across the customer journey and the role payments can play.

AGENDA TUESDAY 11 NOVEMBER

2:15 PM - 2:45 PM

Incognia Room

Compliance by Design: Building Regulation-Robust Safety Products | Namrata Haribal, Product Manager, Bumble

Most product teams treat regulatory requirements as roadmap disruptions, rushing to implement minimum viable "check-the-box" compliance solutions. This reactive approach creates fragmented user experiences and misses the strategic opportunity regulations present. This session introduces the Regulation-Robust Product Development framework, revealing how regulatory requirements can be a powerful ally to product roadmaps and business goals. Through examples spanning user harm reporting systems to fraud prevention tools, attendees will learn to identify meaningful product development opportunities within regulatory requirements and launch products that are compliant by design, delivering safer, more trustworthy experiences that minimize marketplace harms and build user confidence.

2:15 PM - 2:45 PM

LegitScript Room

Claims & Risk Management: The Benefits & Pit Falls of a Global versus Regional Approach... | Chris Moore, Head of Apollo 1971, Apollo ibott 1971; Flavia De Mattia, Head of Risk & Insurance Analytics, Lime; and Vonnie Hampshire, Director of Corporate Insurance, Deliveroo

In today's interconnected world, risks are global but claims are always local. This session explores how insurers can balance the consistency and insight of a global framework with the agility and nuance of regional expertise. We'll examine where each approach excels — and where it can fall short — to uncover what truly drives effective, customer-centric claims and risk management.

2:15 PM - 2:45 PM

Marketplace Risk Room

What It Takes to Build an AI-First Marketplace in 2026 | Megha Mishra, Risk Manager at Deloitte & President GirlsWhoML

The next wave of digital marketplaces will be AI-first by design, not by retrofit. From dynamic pricing and fraud prevention to personalized experiences and operational automation, AI is redefining how trust, value, and scale are built online. But behind the promise lies a set of critical questions: How do we design AI systems that are transparent and fair?; What kind of data infrastructure and ethics frameworks do marketplaces need?; How will regulation — from the EU AI Act to emerging global standards — reshape business models?; and This panel brings together builders, policymakers, and researchers to unpack what it truly takes to build an AI-first marketplace by 2026 — one that's responsible, profitable, and resilient.

2:45 PM - 5:00 PM

The Minster Building

Networking Reception hosted by AON

Connect with fellow attendees after a full day of insightful sessions and world-class speakers. This reception is a great opportunity to unwind, continue meaningful conversations, and build new relationships before heading to dinners across the city. Be sure to exchange contact details with your new connections!

A woman with short blonde hair is shown from the waist up, wearing a red and blue plaid shirt over a dark top. She is looking slightly to her right with a thoughtful expression. The background is a simple, dimly lit room with a dark horizontal line on the wall. The text 'SPEAKER BIOGRAPHIES' is overlaid on the image, with the 'S' in red and the rest in white.

SPEAKER BIOGRAPHIES

SPEAKER BIOGRAPHIES

Azrie Affendie, Financial Crime Program Manager, Blockchain

Financial crime specialist with cross-sector experience spanning digital assets, trade finance, and fintech.

Brittany Allen, Senior Trust & Safety Architect, Sift

Brittany Allen has fifteen years of experience combating fraud at companies such as Etsy, Airbnb, 1stDibs, and letgo. As a Senior Trust and Safety Architect at Sift, she now works with fintech companies to identify emerging fraud threats and develop industry best practices. Brittany's expertise in fraud mitigation, policy leadership, and dispute management (plus her past experience as a teacher) make her a fantastic educator and a trusted source on the latest fraud trends and best practices. She is a frequent speaker and educator at industry conferences, and a trusted media source for outlets like Fortune, NPR's Marketplace, and more.

Maria Allgaier, Co-Founder & Former CEO, Freyja

Maria is the previous CEO of Freyja xo, an adult entertainment company whose mission was to improve moderation & safety practices in the porn space. On top of this, she is the author of; Why I Failed In Porn. This book explores society's complex relationship with porn and sex education, the challenges of entrepreneurship, and the struggles of trying to make this industry safer.

Juliana Araújo, Director of Product Management, Skyscanner

Juliana Araujo is Director of Product at Skyscanner, leading global teams focused on Developer Experience, Security, and AI Enablement. Formerly at Mozilla, Spotify, and OLX, she has over a decade of experience scaling data and AI-driven platforms. Founder of Beela, an NGO helping immigrant women enter tech, and board member at Pink Programming, Juliana is passionate about ethical AI, inclusive leadership, and building technology for good.

Tom Bell, Manager, Customer Trust External Relations, Amazon

Dr. Thomas Bell is the UK Country Lead within the Customer Trust and External Relations Team at Amazon. His portfolio includes scam prevention, product safety and brand protection. Prior to taking up this role in January 2025, he led on Regulatory Engagement at Amazon for UK and EU on product safety. Tom has a degree and Ph.D in Chemistry and has performed previous roles at both the UK product safety regulator, Office for Product Safety and Standards, and consumer group, Which?.

Abigail Bishop, Head of External Relations, Amazon

Abigail Bishop is the Head of External Relations at Amazon where she leads the company's global outreach to ensure the integrity of Amazon's customer experience. Since joining Amazon in 2021, her work has centered on partnering with leading organizations around the world to educate and protect consumers. Most notably, she has spearheaded Amazon's external engagement around scams world-wide. She joined Amazon after spending nearly 20 years in the media and education sectors at the intersection of public affairs, business strategy, and operational transformation, including a decade at global publisher, Pearson, where she was on the executive team.

Helen Fairfax-Wall, Chief Policy and Communications Officer, Stop Scams UK

Helen Fairfax-Wall is the Chief Policy and Communications Officer at Stop Scams UK.

A digital policy specialist with 15 years of experience, Helen has worked on some of the largest public shifts to digital including Directgov and GDS as Head of National Transformation and on global digital campaigns for Number 10. In 2022, Helen joined the consumer association Which? as Head of Digital and Fraud Policy where she led a dedicated team focused on building a safe, trusted, fair online environment for UK consumers and is passionate that the fight against online fraud can be won.

André Ferraz, Co-Founder & CEO, Incognia

Andre Ferraz is the CEO and co-founder of Incognia, a location identity company that secures hundreds of millions of users globally. A Brazilian native and MIT Innovator Under 35, he brings deep expertise in mobile security and global fraud prevention strategy.

Nicola Gandy, Director & Founder, Azacus.io

Nicola is the founder and MD of Azacus.io, a cyber security consultancy that focuses on pentesting, or "ethical hacking". She works hand in hand with the best and brightest friendly hackers around the world, to uncover your online weaknesses before malicious attackers will.

Patrick Green, Head of AML & UK MLRO, Banking Circle

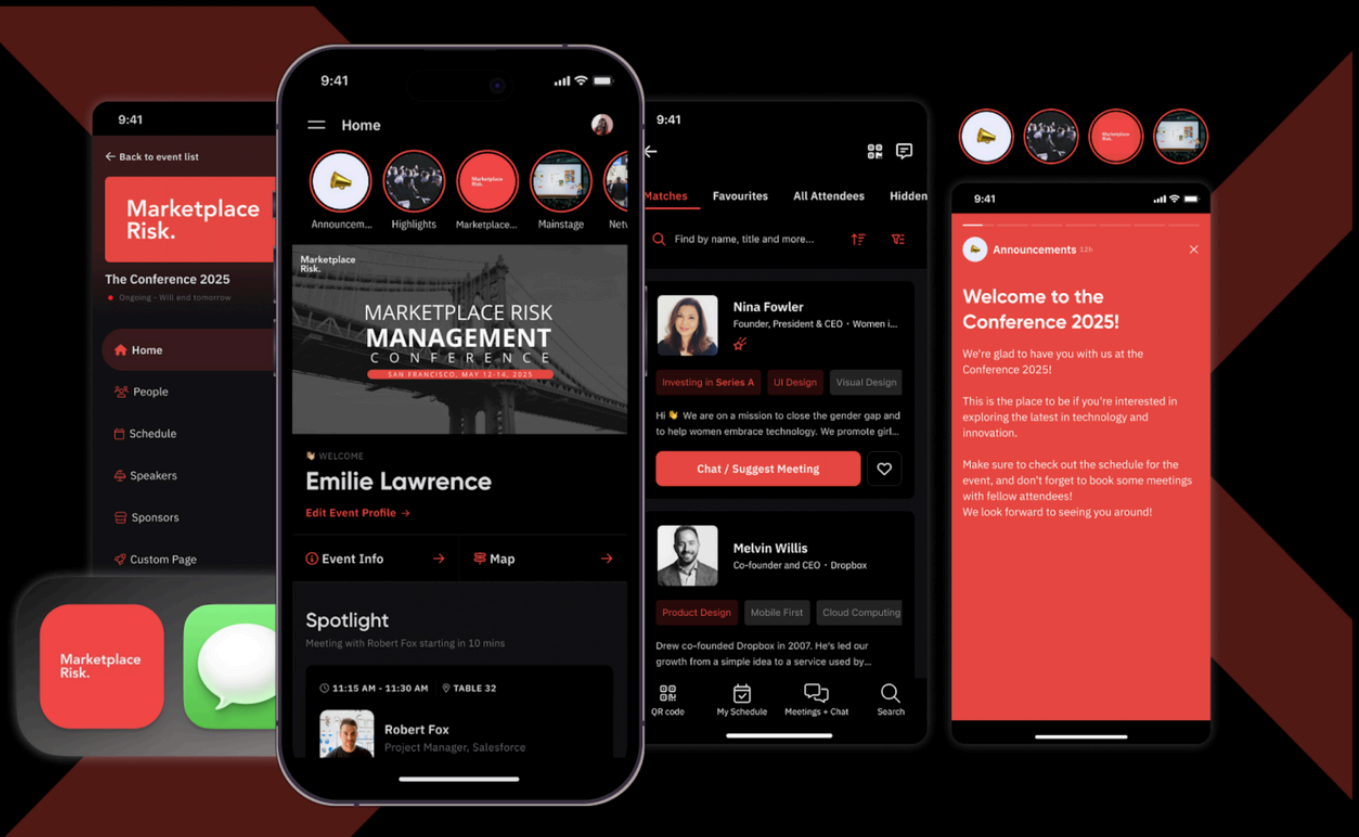
Patrick Green is currently the Global Head of AML and UK MLRO at Banking Circle, overseeing the Client Due Diligence, Transaction Monitoring, Intelligence & Investigations and Sanctions teams to ensure effective, client-focused onboarding and monitoring globally. Patrick joined Banking Circle as Head of Client Onboarding in 2020 and brings more than 15 years' experience within the FI and NBFI sectors and is leading an initiative to digitize and enhance the onboarding, and ongoing monitoring, approach to Banking Circle's clients globally. Banking Circle are a credit institution, regulated by the CSSF, UK FCA and BaFin, focused on enhancing the

Kyle Griffin, Enterprise Account Executive, Incognia

Kyle Griffin brings a decade of experience in leading platforms to adopt cutting-edge identity and risk solutions. At Incognia, he partners with global digital platforms to implement advanced location and device intelligence, stopping fraud without compromising user experience. He's passionate about bridging product, security, and operations to build trust at scale.

UNLOCK A WORLD OF CONNECTIONS

We're excited to take Marketplace Risk to the next level! Our new app offers seamless networking with Matchmaker, on-site meeting planning, an interactive agenda, custom sponsor pages, and advanced lead scanning—all for a better event experience.



AI Matchmaker
Tool



Virtual
Booth



On-site Meeting
Planning



Lead
Scanner



Targeted
Announcements



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SPEAKER BIOGRAPHIES

Vonnie Hampshire, Director of Corporate Insurance, Deliveroo

Vonnie joined Deliveroo in September 2022 having previously worked in risk and insurance at a Magic Circle law firm. With 16 years' of experience, Vonnie originally qualified as a solicitor specialising in professional indemnity coverage and defence litigation, before being seconded to an insurer; she has since advised multiple businesses on the investigation, management and notification of claims, circumstances and complaints, and led the renewal of international insurance programmes. Vonnie has a particular interest in working with teams to instil best practice to reduce the cause of claims, manage risk and optimise process.

Luke Hilton, VP of Solution Engineering Global, Marketplacer

Luke Hilton is the VP of Solution Engineering at Marketplacer, where he helps global retailers scale at the edge of possibility - transforming how brands think about third-party range extension and marketplace growth. With over 20 years in digital commerce, Luke has led teams across Australia, North America, and Europe, helping enterprise retailers move faster, sell smarter, and grow bigger. He's passionate about the intersection of technology, strategy, and storytelling - and how the right mix of all three can change the trajectory of a business.

Caroline Humer, Co-Founder, STISA

Caroline is the co-founder of Survivor & Tech Solving Image Based Sexual Abuse (STISA) combatting non consented sharing of intimate images. She has 2 decades of experience in child safety and her mission is to build a balanced online experience between protection and privacy.

Awajioyem Miracle Ikoawaji, Product Manager - Growth, Busuu

Miracle Ikoawaji, aka ProductSis, is a Product Management professional, educator, and career coach. As Growth PM at Busuu, she drives subscription retention and optimizes global payment processes. Previously at Spotify, she led 17+ cross-functional teams launching mobile products across multiple markets. Miracle is the founder of ProductSis, empowering aspiring and early-career PMs, and a recognized ADPLIST mentor supporting professionals in 13+ countries. Her mission: help product and tech professionals thrive with clarity, confidence, and purpose.

Katerina Kolomeytseva, ML Engineer, Bumble

Katerina Kolomeytseva is a Machine Learning Engineer at Bumble, working on Trust & Safety with a focus on Natural Language Processing. She has a background in computational linguistics and has published research at conferences such as ACL and EACL. Recognized as a UK Global Talent in Digital Technology, she works on applying machine learning to build practical tools that support user safety. Katerina has also taught university-level courses on Deep Learning.

Alex Kroeger, Attorney, Larson King

Alex is a business attorney with a product background. She focuses her practice on helping marketplaces succeed and manage their legal risks.

Varuna Mangtani, Senior Associate, Legal Policy & Law Enforcement, X

Legal and compliance professional with over 5 years of experience across global tech and fintech platforms, specialising in regulatory compliance, financial risk, and digital policy. Proven track record managing cross-border legal requests, payment compliance processes, and GDPR-driven frameworks across EMEA and global regions. Adept at interpreting complex regulations and translating them into actionable business guidance. Fluent in English, Spanish, French, and Hindi. Currently completing a Master's in Law qualifying for the Spanish Bar (2026).

Tom Olsen, Sr. Corporate Counsel, Amazon

Tom Olsen is a Senior Corporate Counsel with Amazon's Customer Protection & Enforcement team, where he pursues legal action against cybercriminals who disrupt Amazon's services and exploit their customers. Prior to joining Amazon, Tom was an officer in the Air Force Judge Advocate General's Corps, where he served as the chief prosecutor for the Air Force's Western Judicial Circuit.

Nick Pailthorpe, Global Director of Government Relations, Kodex

A UK native, Nick studied Criminology & History at University and served 10 years in Law Enforcement, where he worked across specialist commands, eventually specializing as a Detective in Cyber Crime in the London Metropolitan Police. Nick then joined Uber where he spent 7.5 years developing Uber's relationships with Law Enforcement, Intergovernmental organizations, NGOs and anti-trafficking bodies, traveling extensively across North America, Europe, Africa, the Middle East, and parts of Asia Pacific. He is now using all of his experience to develop and strengthen relationships between Kodex and Government agencies across the globe.

Naiara Pereira Cunha, VP of Global Delivery and Head of Legal Affairs, Besedo Global

Naiara is COO and Head of Legal at Besedo, where she bridges tech and law to lead global Trust & Safety efforts. With over a decade in content moderation, she designs legal compliance strategies for major digital platforms, blending advanced tech with expert human judgment.

SPEAKER BIOGRAPHIES

Eduardo Pires, Head of Global Industry, Incognia

Eduardo Pires is Global Head of Industry at Incognia, where he leads fraud prevention 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.

Dr. Philip Radlanski, Partner, Greenberg Traurig

Dr Philip Radlanski is a German-qualified lawyer and partner in the IP & Technology Practice Group at Greenberg Traurig in Berlin. He advises global companies and start-ups on data privacy, cybersecurity, and AI regulation, helping them navigate complex compliance and Trust & Safety challenges. Known for his pragmatic approach, he focuses on embedding governance and accountability into digital products and SaaS environments to promote responsible, secure, and innovation-friendly growth.

Eliano Rexho, Senior Strategy Manager, Digital Vertical Growth, Worldpay

Eliano Rexho is Worldpay's EMEA Strategy Lead within its Digital Content, Vertical Growth team. Eliano has grown his career helping platforms & marketplaces navigate growth securely. Before Worldpay, Eliano specialized in helping Fortune 500 companies future-proof their businesses through complex digital transformations.

Felix Reyes, Senior Fraud Analyst, Bolt

Felix Reyes is a fraud and risk expert with deep experience protecting platforms across Latin America and Europe. At Bolt, he leads global fraud investigations and policy enforcement, focusing on adapting defenses to rapidly evolving threats in the gig economy. His work combines analytical rigor with a user-centric mindset to minimize abuse without introducing unnecessary friction.

Dasha Rosenberg, T&S Group Manager, Fiverr

Dasha has spent 8+ years in Trust & Safety, building policies, systems, and teams at Fiverr. With a background in law and platform policy, she has led global teams tackling moderation, fraud, and emerging AI risks. Dasha works at the intersection of product, policy, and regulation, helping marketplaces navigate challenges from disintermediation to the DSA. She is especially passionate about how thoughtful policy design shapes long-term trust, user experience, and marketplace integrity at scale.

Maryna Rybalko, Product Manager, Paydock

Product and Tech Leader with 7+ years of experience driving transformative growth in FinTech and HRTech across 69 countries in the EU, APAC, and Africa. API, Payment Solutions Expert, Developer Experience Innovator. I combine deep technical expertise with strategic product vision to deliver innovative solutions. My expertise lies in API-first products and building essential developer infrastructure (CI/CD pipelines, foundational components, developer tools), making a significant impact on developer productivity, software quality, and fast-flow software delivery.

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

Darshini Santhanam is an organisational consultant, coach, and researcher specialising in systems psychodynamics, leadership development, and workplace transformation. With an Executive Master's in Change from INSEAD, her pioneering research focused on organisational rejuvenation through internal coaching. She is currently engaged in doctoral research at the Tavistock Institute, with a particular interest in the psychodynamic implications of human behaviour associated with fast evolving organisational landscapes. Her work focuses on how individuals and organisations navigate uncertainty, disruption, and large-scale change.

Jesse Tayler, Founder, TruAnon

Learn first-hand about seminal anti-fraud software initiatives that shaped Trust & Safety across industries. Jesse Tayler has a storied career spanning decades of Silicon Valley innovation—from creating the first App Store and geo-based food delivery, to redefining digital identity today. See how early decisions built today's landscape—and how separating identity from authority leads to a safer, more transparent future. Come see the future by knowing the past.

Sophie Walsh, Head of Trust & Safety, Depop

Sophie Walsh is a leader in Trust, Risk and Ethics. She has gained over 18 years experience managing international, multi-disciplinary, multi-functional and multi-cultural teams across the private and not for profit sectors, in international NGOs and in the tech sector in online marketplaces. 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.

Amanda Wolf, Head of Action Fraud & National Fraud Intelligence Bureau, Action Fraud

Amanda Wolf leads the UK's national response to fraud, overseeing Action Fraud and the National Fraud Intelligence Bureau. With experience in financial investigations, cybercrime, and disruption operations, she drives intelligence-led strategies to detect, prevent, and respond to fraud. Amanda plays a key role in advancing the national Pursue and Prevent agenda, working across sectors to protect businesses and communities from economic crime.

Marketplace Risk.