

Marketplace
Risk.



MARKETPLACE RISK GLOBAL SUMMIT

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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

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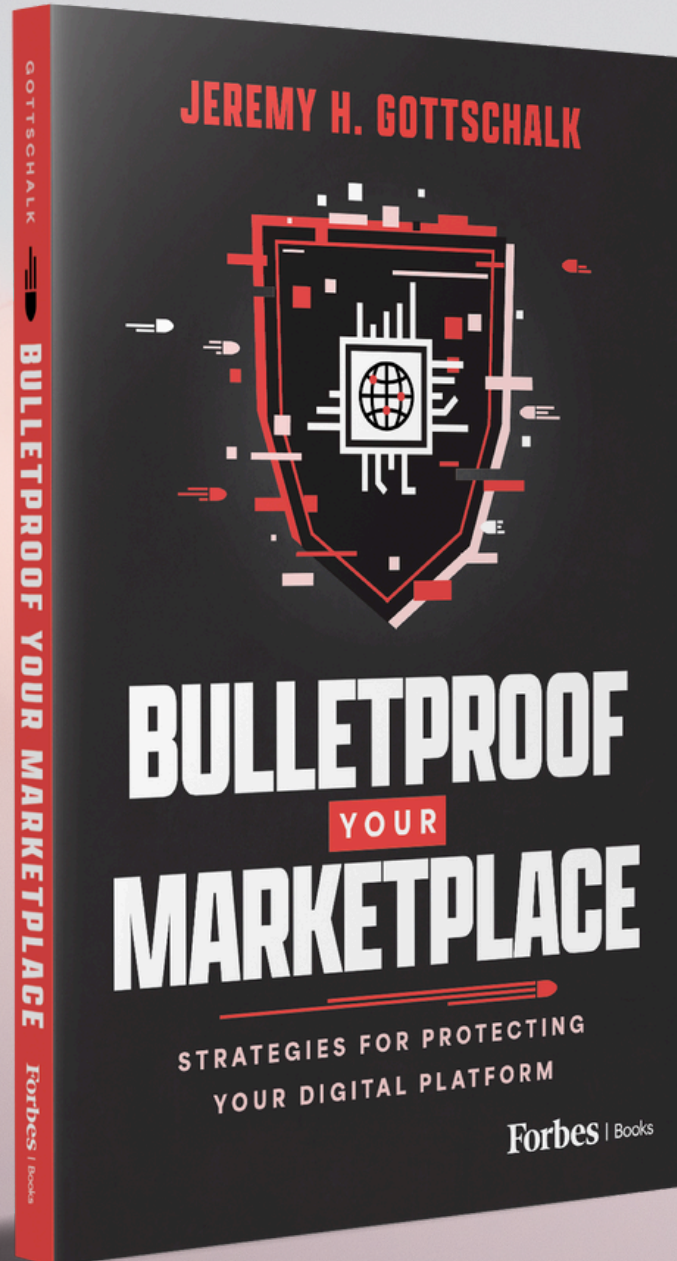
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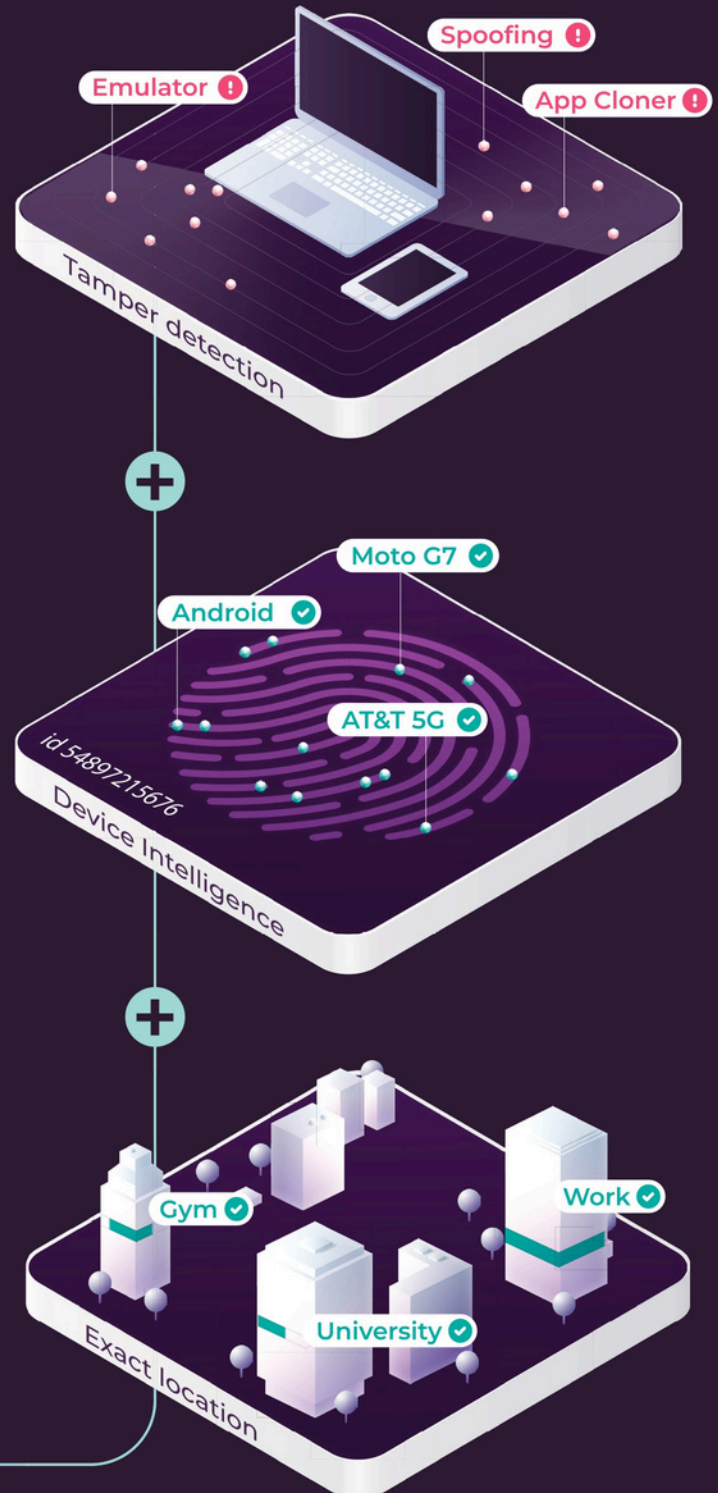


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SCHEDULE AT-A-GLANCE

MONDAY 10 NOV

8:00 AM - 9:00 AM

Check In & Networking Breakfast

The Minster Building

9:00 AM - 9:40 AM

Keynote: The Five Pillars of Trust:
Building a Scalable Foundation to
Protect Customers Globally

Incognia Room

9:50 AM - 10:30 AM

The Fraud Forecast: Insights from
Global Delivery & Mobility Platforms

Incognia Room

AI + Strategy: Creating Effective
Policy and Employing Enforcement
Tools

LegitScript Room

How Parametric Insurance Can
Differentiate your Platform and
Delight your Customers

Persona Room

10:45 AM - 11:15 AM

100x Impact: How to Empower
Teams & Power Growth with AI

Incognia Room

Fireside Chat: Navigating Evolving
Threats on Fraud and Scams with
Meta

LegitScript Room

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

Persona 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

Persona 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

12:15 PM - 12:55 PM

From Policy to Practice: Bridging
Automation and Policy to Achieve
Online Safety at Scale

Persona 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

Persona Room

2:15 PM - 2:45 PM

When One Breach Becomes
Everyone's Problem

Incognia Room

Why SaaS Companies Also Need
to Have Trust & Safety

LegitScript Room

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

Persona 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

Persona 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

Persona Room

4:40 PM - 5:10 PM

Unseen Costs: Intimate Image
Abuse on Online Marketplaces

Incognia Room

Fraud is a Feature, Not a Bug

LegitScript Room

SCHEDULE AT-A-GLANCE

How to Control Uncontrollable?
Partnering with Third-Party Vendors
Persona 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: Digital Platform
Trends for 2025 - Hosted by the
Marketplace Risk Advisory Board
Incognia Room

9:50 AM - 10:30 AM

Resilience by Design: Building Risk
Mitigation into the Platform DNA
Incognia Room

Navigating Emerging Regulatory
Risks in UK & EU Marketplaces
LegitScript Room

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

10:45 AM - 11:15 AM

FaaS in Action: How Behavioral and
Location Signals Break the Fraud
Chain
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
Persona 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
Persona 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
Persona 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
Persona 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
Persona Room

2:45 PM - 5:00 PM

Networking Reception
hosted by AON
The Minster Building

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

SPEED

Scan, detect, and automatically **remove infringing items in minutes**

SCALE

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

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

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

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

Product-level risk intelligence for the ecommerce ecosystem

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Millions of products across multiple regions and categories

30M

items scanned per day

Analyze

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

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5 mins

to detect suspicious products

Eliminate

Suspicious products based on your marketplace Terms of Service

95%

of findings actioned automatically



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A GENDA 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

Incognia Room

The Five Pillars of Trust: Building a Scalable Foundation to Protect Customers Globally | **Rebecca Mond, Head of External Relations for Customer Trust, Amazon**

In an era of borderless commerce, trust has become the ultimate currency for marketplaces and platforms alike. Maintaining the confidence of customers, brands, and regulators is essential for sustainable growth, yet achieving this balance requires constant innovation and a strong foundation. Amazon's comprehensive approach to trust and safety is built on five core pillars that work in harmony to protect customers and ensure integrity across its global ecosystem.

In this session, Rebecca Mond, Head of External Relations for Customer Trust at Amazon, will explore how these pillars come to life through proactive controls, advanced technology, and robust enforcement mechanisms. She will discuss the critical role of external partnerships and cross-industry collaboration, sharing how Amazon combats unsafe and counterfeit products at scale. Drawing from real-world examples, Rebecca will also highlight the key lessons learned in building scalable trust systems that both safeguard users and enable innovation.

Attendees will walk away with practical insights and actionable strategies to apply these principles in their own marketplace operations—strengthening customer safety, compliance, and overall brand trust while continuing to drive business growth.

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.

AGENDA MONDAY 10 NOVEMBER

9:50 AM - 10:30 AM

LegitScript Room

AI + Strategy: Creating Effective Policy and Employing Enforcement Tools | Irina Andrei, Policy Manager, Trust & Safety, Vinted; Tom Cook, Chief Technical & Product Officer, LegitScript; Ted James, Associate General Counsel, LegitScript; and Laura DeBenedetto, Policy Manager, Meta

Artificial intelligence is a double-edged sword, posing both challenges for policy creation and opportunities for effective policy enforcement. Platforms must define their risk tolerance and ethical posture toward uses of AI on their platform while also exploring AI-powered solutions to identify and remove violative behavior that is increasingly sophisticated. In this session, our panel of experts will first discuss approaches to AI policy and the nuances that make it so difficult. Then, they will examine the promise and limits of AI-driven monitoring, 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.

9:50 AM - 10:30 AM

Persona Room

How Parametric Insurance Can Differentiate your Platform and Delight your Customers | Martyn Denney, Head of Innovation and Investments, Aon; and Garry Lyons, Executive Chairperson, Exante

Using technology and insight to deploy insurance capital in more innovative ways to drive core business revenue, create new ancillary revenue streams and enhance the customer experience.

10:45 AM - 11:15 AM

Incognia Room

100x Impact: How to Empower Teams & Power Growth with AI | Arie Schwartz, Senior Product Manager, EverC

AI is everywhere, but what your analysts really want to know is – how will this impact me? My job? My daily work? This session answers those questions and more, so you can improve AI rollout and ensure adoption for your compliance and trust & safety teams. We'll talk about how proven AI solutions can power productivity and increase volume for your existing teams, enhancing their output while easing their workload. We'll also share strategic initiatives for the "human in the loop" to prioritize, now that they're freed from mundane monitoring activities. Finally -- you'll get a peek behind the curtain at how we've used AI in our own processes!

10:45 AM - 11:15 AM

LegitScript Room

Fireside Chat: Navigating Evolving Threats on Fraud and Scams with Meta | Rima Amin, Security Policy Manager, Community Defense, Meta; and Ailís Daly, Head of Trust & Safety, EMEA, WebPurify, an IntouchCX Company

As fraud and scam tactics evolve at record speed, platforms are under pressure to stay one step ahead. This fireside chat brings together two Trust & Safety leaders — Meta's Rima Amin and WebPurify's Ailís Daly — for an in-depth discussion on the next wave of fraud prevention and the technologies shaping the future of user protection. Drawing from Meta's latest product innovations — including AI-driven detection systems and facial recognition tools to combat celebrity impersonation scams — the conversation will explore how platforms can balance user safety, privacy, and authenticity in an era of increasing deception and deepfakes.

AGENDA MONDAY 10 NOVEMBER

10:45 AM - 11:15 AM **Stronger Together: The Power of Cross-Sector Collaboration in Marketplace Trust**
Persona Room

| 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

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 this growth brings new liability exposures. From content moderation and data privacy to harassment, fraud, and regulatory scrutiny, platforms must navigate a rapidly shifting risk landscape. In this session, our panellists will discuss how they assess and manage these risks, the frameworks used to protect users and brands, and where greater collaboration across industry, regulators, and insurers is needed. The conversation will also highlight innovative insurance solutions designed for platform economies, ensuring resilience in an increasingly digital world.

11:30 PM - 12:00 PM **Cultivating Trust & Safety through Community Empowerment and Education** | Sophie Walsh, Director Trust & Safety, Depop; and Cannon Wheatcroft-Lee, Director of Marketplaces, Prove
LegitScript Room

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

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.

AGENDA MONDAY 10 NOVEMBER

12:15 PM - 12:45 PM **Rethinking Trust in Marketplaces: From Digital Wallets to Social Identity** | Adam Kahn, Trust, LinkedIn; and Poornima Sethu, Engagement Manager, Persona *Incognia Room*

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?** | Charlotte Bax, Founder & CEO, Captur AI; and Tanya Cordrey, Chief Product Officer, Motorway *LegitScript Room*

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?

12:15 PM - 12:55 PM **From Policy to Practice: Bridging Automation and Policy to Achieve Online Safety at Scale** | Guillaume Bouchard, CEO & Founder, Checkstep; Tahlia Fancy, Sr Manager, Account & Commercial Ops., Pinterest; Camilla Hegarty, SVP Practice Lead & Business Development - Trust and Safety, Teleperformance; and Amy Somerford, AML Assurance, JustGiving *Persona Room*

As online platforms and marketplaces expand, maintaining trust, integrity and the safety of users demands a seamless connection between policy design and enforcement. In this panel, we'll explore how policy frameworks and automation can reinforce one another to build safer digital ecosystems.

Bringing together experts from trust and safety, policy development, and AI, the discussion will examine how to translate policy into practice - and how automated enforcement can help marketplaces refine and strengthen policies. The panel will also offer practical approaches on how to balance human and automated moderation to achieve the most efficient moderation strategy.

Ultimately, the session aims to show how bridging automation and policy can help online platforms move from reactive moderation to proactive, systemic protection - ensuring scalable, transparent, and trustworthy compliance for digital spaces.

12:45 PM - 1:30 PM **Networking Lunch** *The Minster Building*

Grab lunch with old friends and new colleagues.

AGENDA MONDAY 10 NOVEMBER

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, COO and Head of Legal Affairs, Besedo Global; and Aditi Udayabhaskar, Manager, Regulatory Compliance, 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

Persona Room

AI & Protected Health Data in Marketplaces |

Alex Kroeger, Attorney, Larson King; and Declan Williams, Co-Founder, Let's Yak

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.

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.

AGENDA MONDAY 10 NOVEMBER

2:15 PM - 2:45 PM

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.

2:15 PM - 2:45 PM

Persona 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.

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.

AGENDA MONDAY 10 NOVEMBER

3:10 PM - 3:40 PM

LegitScript Room

Deepfakes, AI & Child Safety: Navigating Legal and Marketplace Risks | Laura DeBenedetto, Policy Manager, Meta; Camilla Hegarty, SVP Practice Lead & Business Development – Trust and Safety, Teleperformance; and Caroline Humer, Co-Founder, STISA

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

Persona 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; Rebecca Marsden, VP of Commercial Finance, Oxa; Suraj Sachdev, Head of Retail & Motor Innovation, ERS; 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

Persona Room

How Do We Verify Consent in the Age of AI Porn Creation | Maria Allgaier, Co-Founder & Former CEO, Freyja; Emily Harman, Legal Consultant, Trust & Safety, SWGfL; 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

Incognia Room

Unseen Costs: Intimate Image Abuse on Online Marketplaces | Emily Harman, Legal Consultant, Trust & Safety, SWGfL; and James Smith, UK Head of Trust and Safety, Deloitte

This session will provide an in-depth overview of intimate image abuse, including key terminology and the legal framework in the UK, as well as platforms' obligations and what they may expect from regulators in the future. Panellists will explore offending patterns and case studies, highlighting the scale of the problem and some of the lesser-known or surprising ways victimisation and abuse can occur. The session will also cover the work of StopNCII and the Revenge Porn Helpline, and how platforms can get involved, alongside practical strategies to prevent victimisation and revictimisation. Finally, we will discuss how partnerships can be leveraged to reduce intimate image abuse, drive operational efficiencies, and ensure a proactive, rather than slow or fragmented, approach to tackling this issue.

4:40 PM - 5:10 PM

LegitScript Room

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

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.

AGENDA MONDAY 10 NOVEMBER

4:40 PM - 5:10 PM

Persona 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!

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SAN FRANCISCO, MAY 12-14, 2026



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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

9:00 AM - 9:40 AM

Incognia Room

Digital Platform Trends for 2025 - Hosted by the Marketplace Risk Advisory Board

| Laura DeBenedetto, Policy Manager, Meta; Garrett Olson, Head of Insurance & ERM, Wolt; and Jeff Sakasegawa, Trust & Safety Architect, Persona

A high-impact discussion that explores the key forces shaping online marketplaces in 2025. In this opening session, members of the Marketplace Risk Advisory Board will offer expert insights into the trends, threats, and transformations redefining our industry.

Structured as a fast-paced and engaging panel, the conversation will spotlight four core pillars of marketplace operations — each representing a vital area of risk, resilience, and growth.

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; Daniel 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

Navigating Emerging Regulatory Risks in UK & EU Marketplaces | Ted James,

Associate General Counsel, LegitScript; Luca Jarone, Key Account Manager, LegitScript; and Daryl Jopling, Head of Risk, OnBuy.com

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 TUESDAY 11 NOVEMBER

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

Persona 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** | **Persona 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** **Persona 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 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** | Mike Hart, Head of Marketing, Rackhams.com; Jim Herbert, CEO, Patchworks; and Luke Hilton, VP of Solution Engineering Global, Marketplacer
Persona 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 system integration 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 |

Pritie Billimoria, Head of Communications, Stop Scams UK; Abigail Bishop, Head of External Relations, Amazon; Tom Olsen, Sr. Corporate Counsel, Amazon; and Amanda Wolf, 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 Daniel 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

Persona Room

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

Eliano Rexho, Senior Strategy Manager, Digital Content 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; Vonnie Hampshire, Director of Insurance, Deliveroo; and Jillian Slyfield, Global Chief Innovation Officer and Global Technology & Digital Economy Leader, Aon**

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

Persona 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.

Hayley Budd, Class Leader, Innovation, Apollo ibott 1971

Having worked in the re/insurance industry for 2 decades, Hayley now leads the Innovation underwriting class at Apollo. She counts Swiss Re and Liberty Mutual as previous employers, where she's worked across the value chain (claims, operations, underwriting transformation and strategy, product development, partnerships) before eventually making her home in innovation. Hayley leads the first innovation consortium at Lloyd's, providing re/insurance capacity to companies and startups who see the world differently, and are trying to fill true protection gaps created by emerging risks.

Jonathan Byrne, Global Director of Public Safety Response, Uber

In 2000 Jonathan commissioned as an Infantry officer and subsequently served in Iraq, Northern Ireland, and Bosnia. In 2008, he joined the Met Police, qualified as a detective and went on to manage range of investigation teams. In 2016, Jonathan accepted a role on Uber's security team and now leads the company's global public safety operations team. The team provides continuous, year-round, triage and emergency response services across 74 countries, operating from hubs in the Americas, Asia-Pacific, and EMEA.

Emer Cassidy, Head of Trust & Safety, Zalando

Emer has spent the last 15 years working across all facets of Trust and Safety and Compliance at Google, Meta, TikTok and Zalando.

Jack Dendle, Head of Client Success (GIG International), First Advantage

Supporting Trust and Safety leaders globally to ensure screening compliance, local market expertise and faster screening.

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.

SPEAKER BIOGRAPHIES

Cecilie Fjellhøy, Co-Founder, Love Said

Cecilie Fjellhøy rose to global recognition as the whistleblower in Netflix's record-breaking *The Tinder Swindler*. Today, she's a keynote speaker, presenter, and activist, sharing her expertise on fraud, resilience, and digital trust. She co-founded LoveSaid, supporting romance fraud victims, and serves as an advisor at Charm Security, developing AI tools to protect scam victims. Her book *Swindled Never After* (2025) offers insights on recovery and prevention. Cecilie's mission: turning personal pain into systemic change.

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.

Nick Gibbs, Class Leader - ibott 1971, Apollo ibott 1971

Nick has been with Apollo since 2016 and was involved in setting-up the ibott team. Nick has had roles in the insurance industry in both Claims and Underwriting. Nick has a passion for innovation and believes in the need for bespoke insurance products for companies delivering services via a platform and those challenging the future of mobility. He believes that insurance should be an enabler of growth rather than a blocker for these types of companies and has a focus on collaboration with clients to ensure the products delivered are truly fit for purpose. He is ACII qualified and has a degree in Politics from the University of Nottingham.

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.

Vonnie Hampshire, Director of 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.

Namrata Haribal, Product Manager, Bumble

Namrata Haribal is a Product Manager focused on Trust and Safety at Bumble, where she brings a unique technical perspective to user safety challenges. Starting as a Data Scientist in Authenticity, she launched machine learning solutions to enhance digital authenticity before transitioning into product management. She now develops regulation-compliant products that scale effectively while creating safer, more trustworthy experiences for millions of Bumble users.

Emily Harman, Legal Consultant, Trust & Safety, SWGfL

Emily is an online safety advisor and criminal attorney. Her background is in defending and prosecuting serious sex offences and violence against women and girls. She has previously advised tech companies on their obligations relating to safeguarding users online and collaborated with law enforcement and civil society on projects aimed at combatting online sexual abuse and exploitation. Presently, Emily advises tech platforms, charities, NGOs and regulators on online safety, particularly relating to violence against women and girls. She is a senior advisor to SWGfL, working across StopNCII.org and the Revenge Porn Helpline.

Mike Hart, Head of Marketing, Rackhams.com

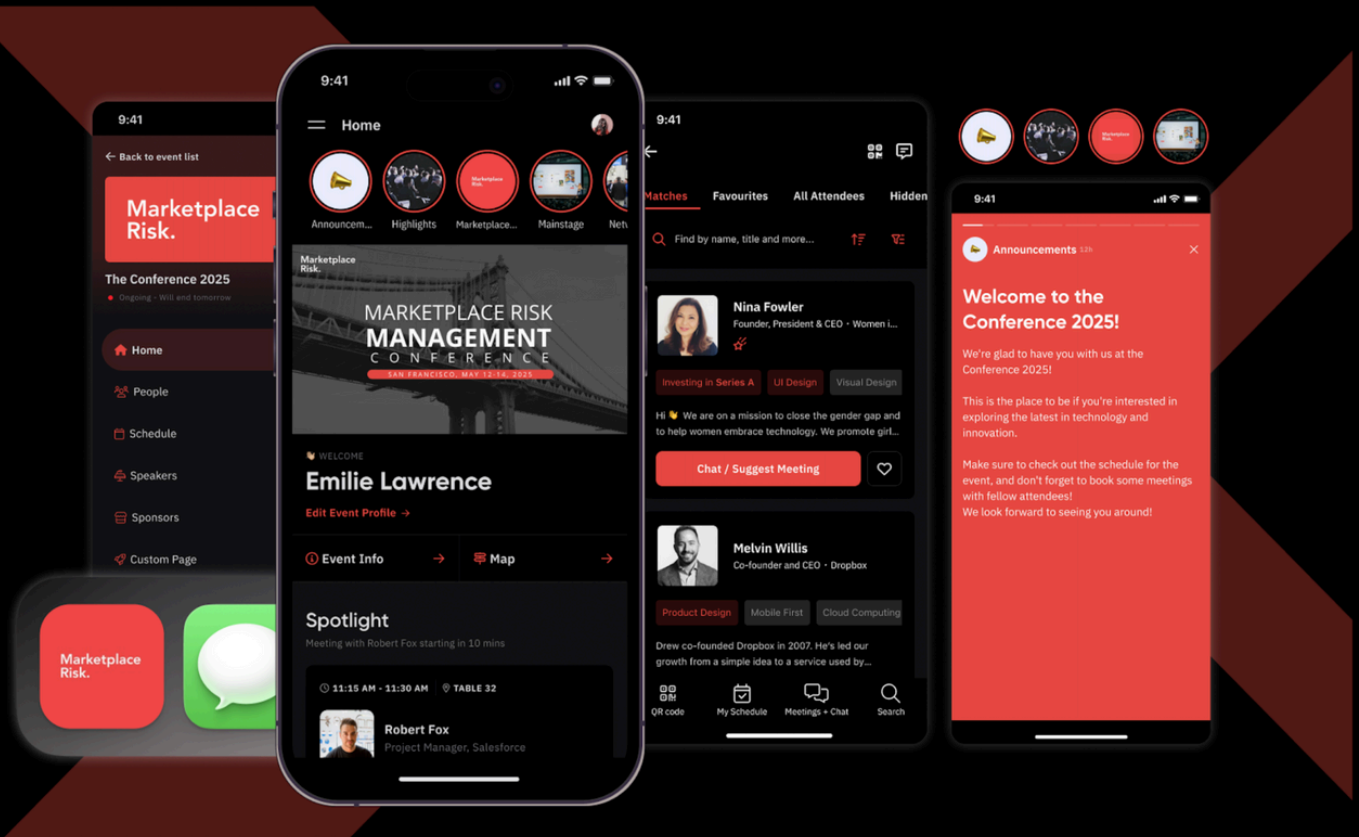
Mike Hart is Head of Marketing at Rackhams, leading the brand's transformation into a digital-first marketplace department store. He drives growth through SEO, PR, and partner-led campaigns, combining data-driven strategy with creative storytelling. Since Rackhams' 2025 relaunch, Mike has overseen explosive catalogue expansion, new seller initiatives, and nationwide press coverage—positioning Rackhams as one of the UK's fastest-growing online retail marketplaces.

Jim Herbert, CEO, Patchworks

Mike Hart is Head of Marketing at Rackhams, leading the brand's transformation into a digital-first marketplace department store. He drives growth through SEO, PR, and partner-led campaigns, combining data-driven strategy with creative storytelling. Since Rackhams' 2025 relaunch, Mike has overseen explosive catalogue expansion, new seller initiatives, and nationwide press coverage—positioning Rackhams as one of the UK's fastest-growing online retail marketplaces.

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SPEAKER BIOGRAPHIES

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.

Rebecca Marsden, VP of Commercial Finance, Oxa

Rebecca leads go-to-market strategy at Oxa. With over 20 years of international experience across technology and financial services, she has previously held positions at AXA, Willis Towers Watson, Credit Suisse and Goldman Sachs. Oxa: Making breakthroughs in AI and deep learning since 2014, Oxa was founded with a singular vision - to build software that enables any vehicle to be self-driving, anywhere, at any time. Dedicated to Industrial Mobility Automation (IMA), Oxa is accelerating the transition to self-driving technology in industrial environments.

Chris Moore, Head of Apollo 1971, Apollo ibott 1971

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

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.

Garrett Olson, Head of Insurance & ERM, 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.

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 Cunha, COO 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.

Pranav Prakash, Fraud & Authentication Supplier Strategy

Pranav Prakash has spent the past eight years in the fraud prevention industry, shaping strategies and driving innovation across global markets. He began his career with ThreatMetrix (LexisNexis Risk Solutions) in the United States and Singapore, where he was part of the Professional Services team supporting major financial services and eCommerce institutions. Today, Pranav is based in Germany, where he leads Klarna's supplier strategy for fraud prevention and customer authentication.

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.

Domonique Rai-Varming, VP of Trust & Legal, TrustPilot

Domonique is a Lawyer and T&S expert with 15+ years of experience advising global organisations at the intersection of law, technology, and online trust. As VP of Trust & Legal at Trustpilot, she leads the company's global legal and T&S strategy, providing expert counsel to the board and executive team, and overseeing multidisciplinary teams across Legal, Policy, and Public Affairs. Before joining Trustpilot, Domonique built a formative career in private practice as a litigator, specialising in company and commercial law, governance, and regulatory compliance.

Ruth Ray, Director of Fraud Policy and Operations, UK Finance

Following a 25 year career in counter-fraud and financial crime, including senior roles at the Insurance Fraud Bureau, Motor Insurers' Bureau and Cifas, Ruth joined UK Finance's Economic Crime team in March 2025. Here she now leads the organisation's Fraud remit, advocating on behalf of members, and working collaboratively with public and private sector partners, in the collective fight against fraud. This role includes oversight of the Policy team, Information & Intelligence Unit, and UK Finance's contribution to the industry-funded DCPCU.

Eliano Rexho, Senior Strategy Manager, Digital Content 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.

Adam Rudd, Sales Director EMEA, First Advantage

Over 14 years on talent management and onboarding, I leverage over nine years of experience in the pre-employment and background screening industry to deliver impactful digital verification solutions. My focus lies in optimizing and enhancing onboarding processes for organisations through strategic planning, digital utilisation, technology adoption and compliance.

Maryna Rybalko, Product Manager, Paydock

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

SPEAKER BIOGRAPHIES

Daniel Severin, Head of Insurance, Bolt

Daniel Severin leads insurance at Bolt, the European super-app helping over 200 million people in 50 countries move better. Bolt's mission is to make cities for people, not cars, through ride-hailing, shared cars, scooters, and delivery. With two decades in insurance, Daniel is focused on reshaping mobility risk to keep innovation moving safely.

Emma Swift, Head of Monetization Policy, TikTok

Emma Swift is Head of Monetization Policy, Trust and Safety at TikTok. She works at the intersection of policy, regulation and product development within TikTok's monetization ecosystem, advising a safety-by-design approach and driving innovative solutions to enable safe business growth. With 15 years experience developing and implementing policies and product safety strategies within government and the technology sector, she previously held roles at Google leading their verification and transparency efforts, and the UK government, advising on policy strategies to support the startup community.

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.

Madelaine Thomas, Founder, Image Angel

Madelaine Thomas is the founder of Image Angel, a company dedicated to combating non-consensual intimate image (NCII) abuse online. In response to the prevalence of such abuses, Image Angel developed invisible watermarking technology that embeds unique, unremovable fingerprints into images. This innovation allows platforms to trace unauthorised sharing back to the perpetrator, enhancing user safety and platform accountability. This survivor-led deterrent has been recommended as best practice by the UK Department for Science, Innovation and Technology.

Janie Upchurch, Senior Risk Manager, Lyft

Janie Upchurch is a Senior Risk Manager at Lyft and has been with the company for 4 years. Janie is responsible for managing the strategy, renewal cycle, and day-to-day maintenance of numerous insurance programs including: Auto Liability, General Liability for bike and scooter operations, D&O, and Cyber. Janie began her insurance career at Marsh where she focused on gig economy and autonomous vehicle clients and then pivoted to in-house Risk Management at Williams-Sonoma. Janie majored in Risk Management and Insurance at the University of Georgia and has her ARM (Associate in Risk Management).

Sophie Walsh, Director 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.

Declan Williams, Co-Founder, Let's Yak

Declan Williams is the founder of Let's Yak, an edtech startup using AI to make learning more human, contextual, and connected. He also works as a product and business analyst at RanMarine Technology, a marine robotics scale-up cleaning the world's waters. A former international rower who pivoted an Olympic dream into a mission to educate and empower others, Declan has taught thousands and advises on AI and the future of learning. Deeply interested in economics, technology, and the psychology of learning, he's bullish on Africa's potential and passionate about mentoring and scaling businesses.

Amanda Wolf, 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.

Karolis Žilinskas, Director of Engineering, Security, Vinted

Karolis Žilinskas is Director of Engineering at Vinted with 14 years in IT. He leads the Marketplace Product Security domain, focusing on stopping harmful bots, preventing account takeovers, and building advanced security capabilities. Previously, he served as Director of IT Command Center at Cencora, overseeing global operations across APAC, EMEA, and AMER. Before that, he held leadership roles at Barclays, developing global storage-operations capabilities. Karolis is passionate about embedding security into every team and product development cycle.

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