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Marketplace Risk Global Summit - **#MRGS26**

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WELCOME

Greetings!

Welcome to the 2026 Marketplace Risk Global Summit in London! We're delighted to bring together professionals from marketplaces, fintechs, and digital platforms for two days of learning, collaboration, and meaningful conversations in one of the world's most influential hubs for technology, finance, and innovation.

This year's Summit brings together a diverse community of industry leaders and practitioners to share real-world experiences, explore emerging challenges, and discuss practical approaches to the issues shaping our industry. From trust & safety and fraud prevention to AI, digital risk management, and evolving regulations, our program is designed to spark new ideas and help us navigate an increasingly complex digital landscape.

I'd like to extend my sincere thanks to our speakers for sharing their knowledge and perspectives, and to our sponsors for their continued support in bringing this community together. Your contributions are essential to making the Summit a valuable experience for everyone involved.

To our attendees, thank you for being part of Marketplace Risk. The strength of this community comes from the people who show up, share their experiences, ask important questions, and learn from one another. I encourage you to make the most of these two days, build new connections, exchange ideas, and leave with insights you can put into practice.

If there's anything I can do to enhance your experience or if you'd like to explore ways to get more involved with Marketplace Risk, please feel free to reach out at jgottschalk@marketplacerisk.com.

Enjoy the Summit!

Jeremy Gottschalk | Founder, Marketplace Risk

Welcome to the 2026 Marketplace Risk Global Summit!

The City created the frameworks that other markets follow. The Online Safety Act moved faster than any comparable platform legislation in the world. And enforcement, not rulemaking, is now the defining challenge for every platform operating across the EU and UK. There is no better place to have this conversation.

Three themes from this year's agenda stand out as genuinely unsettled. Identity: not just who is behind an account, but whether it is a person, a business, or an AI agent authorized to act on someone's behalf, and whether your verification stack was built to tell the difference. Accountability: as AI accelerates platform decision-making, Trust & Safety has become the last line of governance a regulator can actually inspect and hold to account. And child safety: no longer a moderation problem, but an enterprise risk with board-level consequences.

The answers are in this room. Stay for the conversations that happen after the sessions end. That is where the real work gets done.

Garrett Olson | Advisory Board Chair

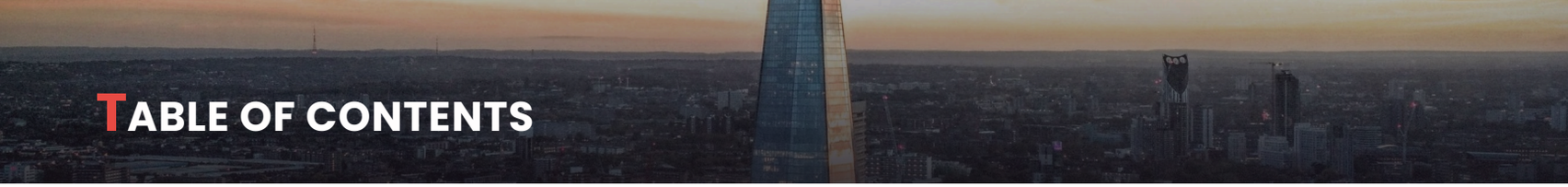


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MARKETPLACE RISK. BY THE NUMBERS

2	40	90	109
DAYS	SESSIONS	SPEAKERS	ADVISORY BOARD

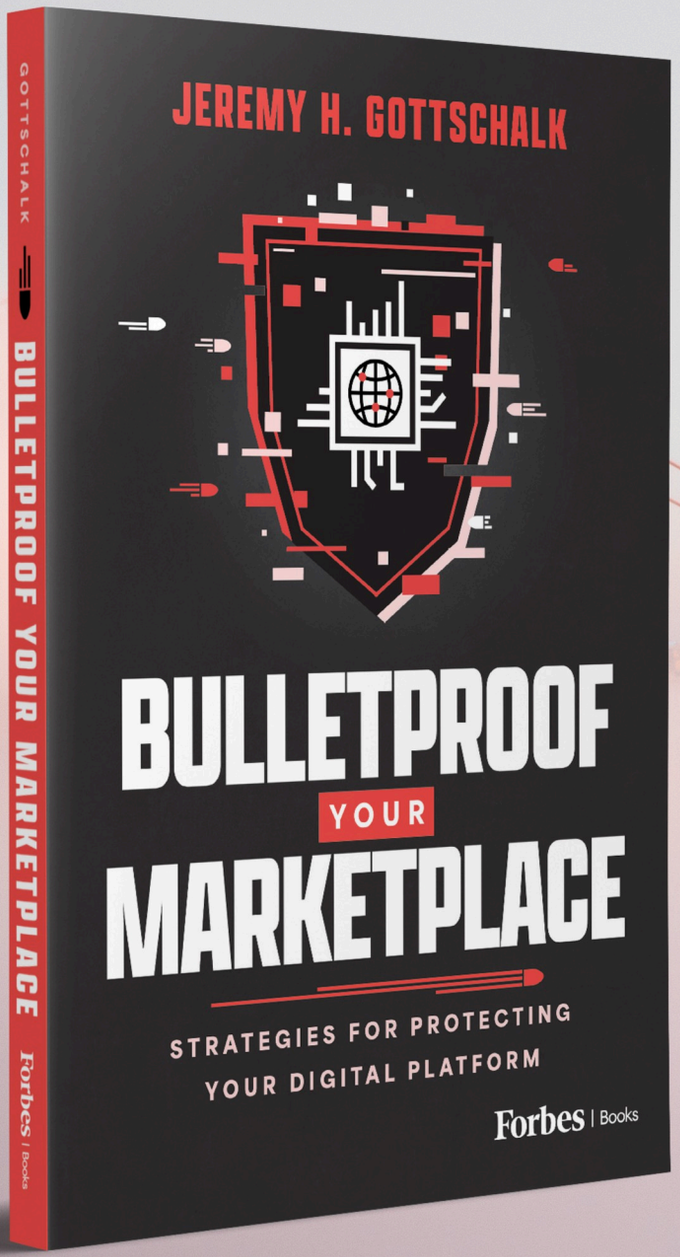
WHAT WE COVER

- Trust & Safety
- Fraud Prevention
- Compliance
- Regulatory & Policy
- Identity, KYC & KYB
- Payments & Chargebacks
- Account Takeover
- Content Moderation
- Synthetic Content & AI Abuse
- Platform Integrity
- AI Governance
- Child & Youth Safety

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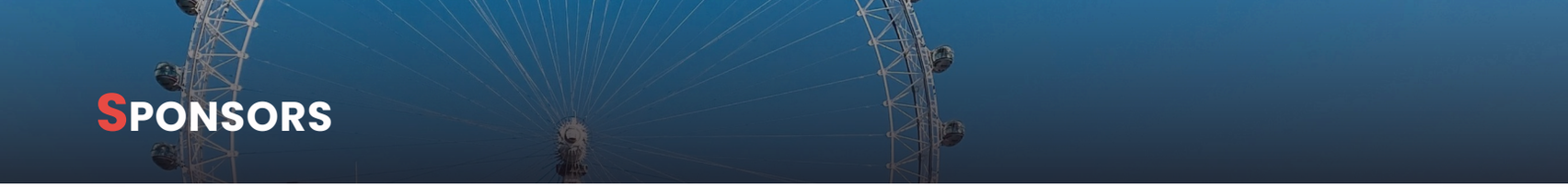
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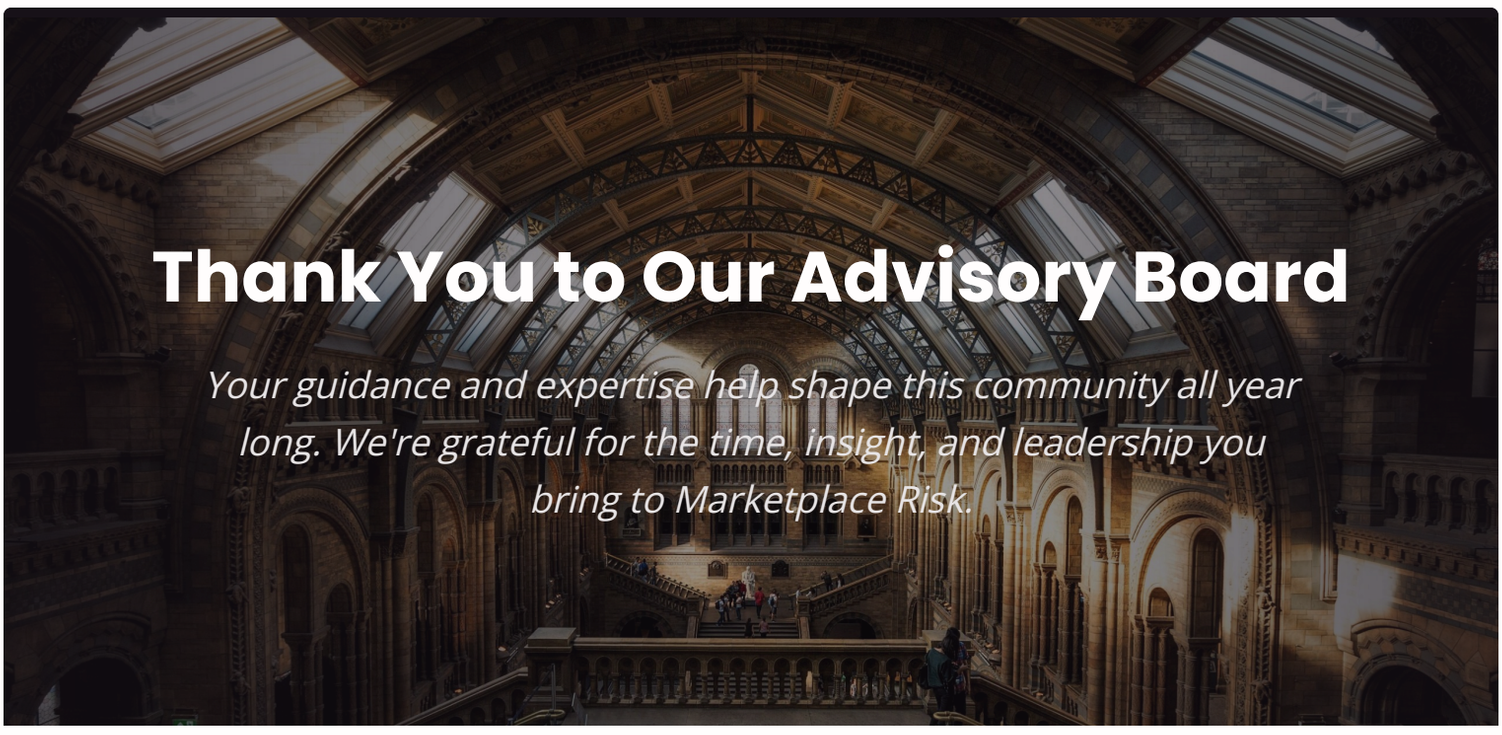
TSPA Trust & Safety Professional Association

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SCHEDULE AT-A-GLANCE

MONDAY, NOVEMBER 2

8:00 AM - 9:00 AM
Check In & Networking Breakfast
The Aon Building

9:00 AM - 9:40 AM
Keynote: When Trust Is the Product: Protecting Real-World Experiences at Global Scale
LegitScript Room

9:50 AM - 10:30 AM
Deepfakes, AI images and Fraud-as-a-Service: The Fraudster Toolbox
Incognia Room

9:50 AM - 10:30 AM
When the Regulator Comes Knocking: How Platforms Are Getting Ahead of Product Safety Enforcement Before It Hits the Headlines
LegitScript Room

10:45 AM - 11:15 AM
Rethinking the Passcode: Lessons from Bumble's Global Authentication Overhaul
Incognia Room

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Tech vs Human? The Wrong Question for Trust & Safety
LegitScript Room

10:45 AM - 11:15 AM
From Detection to Accountability: Two Perspectives on Fighting Counterfeits
Aon Room

11:30 AM - 12:00 PM
Who Are You Letting In? Identity, Trust, and Growth in the UK Rental Market
Incognia Room

11:30 AM - 12:00 PM
Operationalizing Fairness: Trust & Safety Is Now the Last Line of AI Governance
LegitScript Room

11:30 AM - 12:00 PM
Beyond the Screen — Building Safer Communities and Real-World Connections with Strava
Aon Room

12:15 PM - 12:45 PM
From Identity to Safety: KYC, Digital ID, and Platform Compliance
Incognia Room

12:15 PM - 12:50 PM
From Marketplace to Agent: Is AI Changing What a Platform Actually is?
LegitScript Room

12:15 PM - 12:55 PM
Bad Actors don't Stay on One Platform: The Case for Shared Signals
Aon Room

12:45 PM - 1:30 PM
Networking Lunch
The Aon Building

1:30 PM - 2:00 PM
One Size Doesn't Fit All: Should Every Partner Be Trusted the Same Way?
LegitScript Room

1:30 PM - 2:00 PM
Different Perspectives on Trust as a Driver of Value and Growth
Aon Room

2:15 PM - 2:45 PM
Your Fraud Model Looks Good on Paper. What Happens in Practice?
Incognia Room

2:15 PM - 2:45 PM
The Gray Zone: How AI Is Outrunning Regulation — and What Marketplace Operators Can Do About It
LegitScript Room

2:45 PM - 3:10 PM
Know Your Vendor Break
The Aon Building

3:10 PM - 3:40 PM
What Does It Take to Build Trust in Online Reviews?
Incognia Room

3:10 PM - 3:40 PM
Trust from the First Tap: Identity Verification for Dating and Discovery Platforms
LegitScript Room

3:10 PM - 3:40 PM
When Play, Social and Commerce Collide: The New Child Safety Risk Landscape
Aon Room

3:55 PM - 4:25 PM
The ABCs of Agentic Commerce
Incognia Room

3:55 PM - 4:25 PM
Consent by Design: Defining Intimacy and Preventing Image-Based Abuse
LegitScript Room

SCHEDULE AT-A-GLANCE

3:55 PM - 4:25 PM
Trust by Design: Building Confidence in Online Platforms
Aon Room

4:40 PM - 5:10 PM
The Evolution of Safety by Design: Safety in the AI SDLC
Incognia Room

4:40 PM - 5:10 PM
Stablecoin Commerce: Trust, Payments, and Risk in Web3
LegitScript Room

4:40 PM - 5:10 PM
Trust & Safety in the Age of Platform Commerce, Creators and Communities
Aon Room

5:00 PM - 7:00 PM
Welcome Reception hosted by Aon
The Aon Building

TUESDAY, NOVEMBER 3

8:00 AM - 9:00 AM
Check In & Networking Breakfast
The Aon Building

9:00 AM - 9:40 AM
Opening Session: Digital Platform Trends for 2027 - Hosted by Avalara and the Marketplace Risk Advisory Board
Incognia Room

9:40 AM - 9:50 AM
Break
The Aon Building

9:50 AM - 10:30 AM
From Undercover Cop to Trusted Flagger: Wildlife Crime, Illicit Online Trade and the Trusted Flagger Advantage
Incognia Room

9:50 AM - 10:30 AM
Trust as a Product in the Age of AI - What do Consumers Want from Platforms?
LegitScript Room

9:50 AM - 10:30 AM
Protecting Your Growth Journey: A Fireside Chat with Aon Accelerate
Aon Room

10:45 AM - 11:15 AM
Know Your Seller in the Age of AI Agents
Incognia Room

10:45 AM - 11:15 AM
Beyond Trust & Safety: Child Safety as an Enterprise Risk
LegitScript Room

10:45 AM - 11:15 AM
Before the Chargeback: What Issuers Wish Marketplaces Would Share Sooner
Aon Room

11:30 AM - 12:00 PM
Safety for Vulnerable Members
LegitScript Room

12:15 PM - 12:45 PM
Navigating Compliance with Image-based Abuse Laws
Incognia Room

12:15 PM - 12:50 PM
Beyond AI: Human-Centered Content Moderation Value
LegitScript Room

12:45 PM - 1:30 PM
Networking Lunch
The Aon Building

1:30 PM - 2:00 PM
Weighing the Risks of AI & Protected Health Information
LegitScript Room

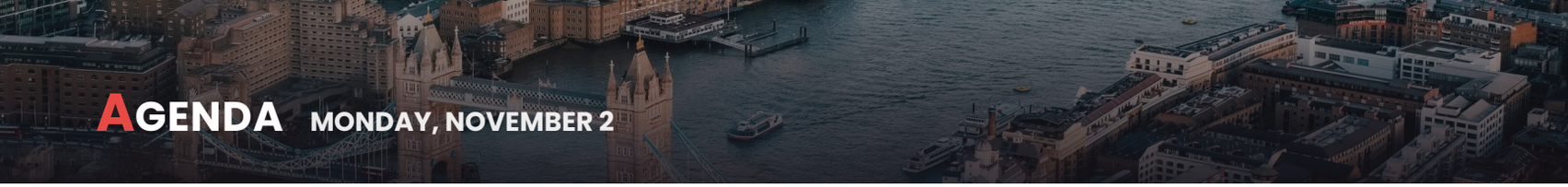
1:30 PM - 2:00 PM
Cracks in the Marketplace: Where Fraudsters Get In
Digital Risk Room

2:15 PM - 2:45 PM
The EU Platform Workers Directive: Is Your Platform Ready?
Incognia Room

2:15 PM - 2:45 PM
Before Saying YES to AI
LegitScript Room

2:45 PM - 3:10 PM
Know Your Vendor Break
The Aon Building

3:10 PM - 3:40 PM
The Age of AI Agents and Synthetic Identities: The Future of Trust in Dating
Incognia Room



AGENDA MONDAY, NOVEMBER 2

NETWORKING

8:00 AM - 9:00 AM
The Aon 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
LegitScript Room

When Trust Is the Product: Protecting Real-World Experiences at Global Scale | Jonathan Byrne, Director of Global Safety and Security, Airbnb

The most valuable thing a digital marketplace offers isn't a ride, a date or a place to stay. It's user trust. That trust is earned offline, long after an app is closed, and protecting it is one of the industry's defining responsibilities. In this opening keynote, Jonathan Byrne, Director of Global Safety and Security at Airbnb, draws on a career spanning the military, the Metropolitan Police, Uber and now Airbnb, to set out what it takes to protect real-world experiences at a global scale. As AI accelerates both threats and defences, Jonathan makes the case for how teams can continue to help protect users in the real world. He argues that the industry's strongest defence is not a single process or model, but intertwined connection: between specialist teams, between global standards and local insight, and between platforms, law enforcement and civil society.

SESSIONS

9:50 AM - 10:30 AM
Incognia Room

Deepfakes, AI images and Fraud-as-a-Service: The Fraudster Toolbox | Eduardo Pires, Director of Fraud Solutions, Incognia

Can deepfakes really bypass facial biometrics? The short answer is yes, they can. Deepfakes don't necessarily need to fool the human eye; they just need to trick the system. Fraudsters are increasingly using techniques that exploit weaknesses in facial biometric verification. Traditional detection approaches are struggling to keep up. Join us for a session on how AI deepfakes are reshaping digital identity, including AI-generated image fraud and other attack techniques, why deepfake detection alone can't keep up, and how grounding identity in the physical world creates a stronger defense. Whether you're skeptical or already concerned, join us and bring your questions.

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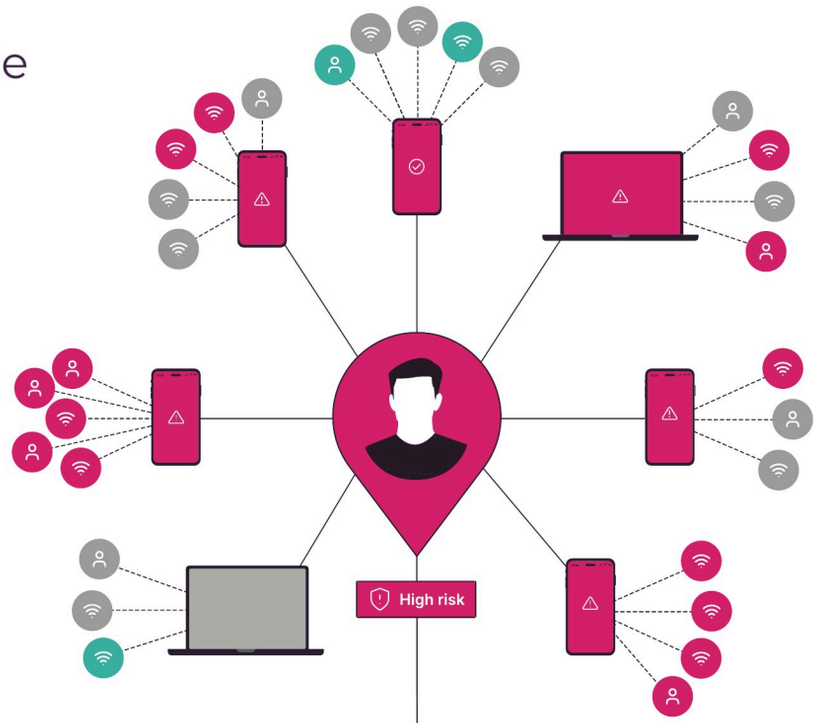
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9:50 AM - 10:30 AM
LegitScript Room

When the Regulator Comes Knocking: How Platforms Are Getting Ahead of Product Safety Enforcement Before It Hits the Headlines | Ellie Holmes, Head of E-Commerce Compliance, Governance & Experience, TikTok Shop EMEA; Ted James, Global Risk Management Counsel, LegitScript; and Luca Jarone, Key Account Manager, Marketplace & Payments, LegitScript

As EU and UK product safety regulations such as DSA and GPSR raise the compliance bar globally, platforms face a choice: wait for enforcement or build proactive monitoring infrastructure. This session brings together experts in compliance and marketplace trust and safety to discuss how enforcement agencies actually prioritize actions, what signals they respond to, and how platforms can build the cross-jurisdictional visibility needed to stay ahead of shifting requirements. Attendees will hear directly from a platform navigating these obligations in real time, alongside legal and policy expertise on how regulators think and where the next wave of scrutiny is likely to land. The goal: leave with a clearer picture of what staying ahead of enforcement actually looks like in practice. Key takeaways for attendees include where to look for product safety alerts and how to act on them, how to strategically develop product safety policy across jurisdictions, why regulator enforcement priorities are critical for understanding risk, and how to measure risk versus opportunity in product categories.

10:45 AM - 11:15 AM
Incognia Room

Rethinking the Passcode: Lessons from Bumble's Global Authentication Overhaul | Jim Dolan, VP of Engineering, Bumble; and Cannon Wheatcroft-Lee, Director, Marketplaces, Prove

Most platforms treat SMS one-time passcodes as a fixed cost of doing business: expensive, occasionally frustrating, but necessary. Bumble's engineering team decided to test that assumption. Jim Dolan, VP of Engineering, will discuss the technical and organizational case for replacing SMS OTPs with passive, key-based authentication across Bumble's global platform, and what the migration has revealed so far — from reduced fraud exposure and lower operational cost to a smoother sign-up experience for new members. A candid session for engineering, fraud, product and risk leaders evaluating whether their own authentication stack is quietly working against them, and what to expect when you start pulling the thread.

10:45 AM - 11:15 AM
LegitScript Room

Tech vs Human? The Wrong Question for Trust & Safety | Louise Barnekow, CEO, Besedo; and Michal Mitlanski, VP of Trust & Safety, Yad2

How marketplaces split the work between models and moderators to turn new risks into enforced policy.

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10:45 AM - 11:15 AM
Aon Room

From Detection to Accountability: Two Perspectives on Fighting Counterfeits | Josefina Arias, Customer Trust and External Relations Manager, Amazon; and Anna Pogreb, Product Manager, G2 Risk Solutions

Counterfeiters don't give up when a listing comes down—the determined ones return under a new storefront with the same stock. Across the industry, that persistence is what makes counterfeits so hard to stamp out: Takedowns treat the symptom, not the operator behind it. Anna Pogreb of G2 Risk Solutions and Josefina Arias of Amazon make the case for treating detection, enforcement, and prevention as one connected system—where every flagged listing tells you more about the seller, and every seller's history changes how you read the next listing. They'll walk through how that connection sharpens enforcement decisions, which partners make deterrence stick, and what any of us can do to raise the cost of coming back. Key takeaways include what detection can realistically see and how much confidence you need before you act, how listing signals and seller profiles connect to reveal the operator behind the product, and where brands and law enforcement fit in and how they turn enforcement into lasting deterrence.

11:30 AM - 12:00 PM
Incognia Room

Who Are You Letting In? Identity, Trust, and Growth in the UK Rental Market | Lara James, Product Manager, Rightmove; and Geo Jolly, Group Product Manager, Veriff

In the AI era, the oldest question in renting — is this person who they say they are? — has become the hardest to answer. Payslips can be generated, references fabricated, and forged documents now sail past checks that a letting agent could once catch by eye. Identity verification has become core infrastructure for the rental market, yet every check is also a moment of friction in a business built on conversion. Lara James of Rightmove and Geo Jolly of Veriff will explore where identity checks give landlords and letting agents genuine confidence, where they slow down good applicants, and how AI-generated documents are changing the threat, so attendees leave with a clearer view of how to balance fraud prevention, compliance and a smooth renter experience.

11:30 AM - 12:00 PM
LegitScript Room

Operationalizing Fairness: Trust & Safety Is Now the Last Line of AI Governance | Ravi Bhalla, Vice President, Trust & Safety, Concentrix; Abhijnan Dasgupta, Practice Director, AI Safety, Everest Group; Francesca Farina, Trust and Safety Manager, Bending Spoons; and Carmen Valtierra de Luis, VP, Product, Tremau

AI fairness is often treated as a technical problem, evaluated through model metrics and algorithmic audits. Yet bias rarely enter systems through code alone. It is introduced through human workflows, via incentives, cultural drift, uneven training, and coercive or opaque operational practices. This session argues that Trust & Safety teams now function as the last enforceable line of AI governance. While most audits focus on model outputs, they frequently ignore the global human pipelines that label data, review edge cases, and shape system behavior over time. These blind spots leave organizations exposed to hidden bias and regulatory risk. The panel explores how fairness can be operationalized inside Trust & Safety programs through workforce design, quality assurance, reviewer protection, and transparent feedback loops, shifting fairness from a claim to something that can be demonstrated and defended.

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11:30 AM - 12:00 PM
Aon Room

Beyond the Screen — Building Safer Communities and Real-World Connections with Strava | Natasha Ahmed Walsh, Head of Public Policy, UK and Europe, Strava; and Ailís Daly, Head of Trust & Safety, EMEA, WebPurify

Trust & Safety conversations have traditionally been dominated by social media, but some of the most interesting challenges are emerging on platforms that bring people together through shared interests, activities and real-world experiences. Strava offers a particularly compelling perspective. As a platform built around physical activity, community and connection, it operates at the intersection of digital engagement, real-world locations, personal privacy and physical safety. This fireside chat would explore how Strava approaches building trusted communities, the role of safety by design in enabling meaningful connections, and the unique considerations that arise when online interactions extend into the physical world.

12:15 PM - 12:45 PM
Incognia Room

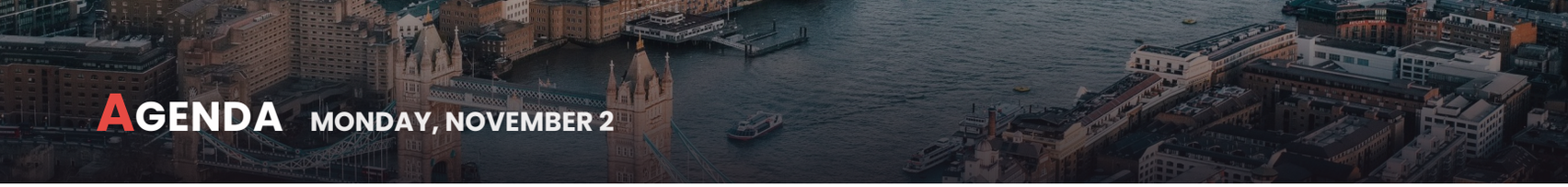
From Identity to Safety: KYC, Digital ID, and Platform Compliance | Nick Evans, Senior Manager, EMEA Centre for Regulatory Strategy, Deloitte; Jeff Sakasegawa, Trust & Safety Architect, Persona; James Smith, UK Head of Trust and Safety, Deloitte; and Aditi Udayabhaskar, Senior Manager, Regulatory Compliance, Platform & Content Regulation, eBay

Age assurance has become central to platform trust, compliance, and growth. Effective programs combine methods and signals to address different age thresholds, regulations, and risk levels across jurisdictions. This session explores how Know Your Customer (KYC), Digital ID and reusable credentials are becoming part of good platform compliance, and how they help digital platforms grow while reducing friction. Speakers will explain why global age assurance requires layered methods that adapt to jurisdictional requirements, risk levels, and user needs. They will also discuss how approach age thresholding while minimizing personal data disclosure. Attendees will leave with practical steps for strengthening age assurance in their trust and safety stack and preparing for the future of identity and platform compliance.

12:15 PM - 12:50 PM
LegitScript Room

From Marketplace to Agent: Is AI Changing What a Platform Actually is? | Oscar Tang, Partner, Shoosmiths; and Andrej Zukov Gregoric, AI CTO, G2

What happens when platforms stop simply presenting choices and start making or acting on them? We look at the shift from marketplace to agent from both the engineer's and lawyer's perspectives, and ask whether our existing ideas of platform responsibility and liability still work in the age of AI. Oscar Tang of Shoosmiths and Andrej Zukov Gregoric of G2 will discuss who is responsible when an agent acting on a user's behalf gets it wrong, how existing intermediary and consumer protection frameworks apply, and what platforms should build into their products, contracts and governance as agentic features roll out.



12:15 PM - 12:55 PM
Aon Room

Bad Actors don't Stay on One Platform: The Case for Shared Signals | Deniz Atabey Alkan, VP Trust & Safety, Checkstep; Leanne Proctor, Senior Manager & Regulatory Lead, Online Responsibility Network; and Amy Somerford, Trust & Safety Lead, JustGiving

Fraud rings, fake-review sellers and abusers move from one platform to the next, but most platforms still defend themselves alone. Child-safety work has shown that cross-industry signal sharing works at scale. This panel asks why fraud and marketplace abuse haven't caught up, what platforms need from shared intelligence, and who should govern it to ensure fairness.

NETWORKING

12:45 PM - 1:30 PM
The Aon Building

Networking Lunch

Grab lunch with old friends and new colleagues.

SESSIONS

1:30 PM - 2:00 PM
LegitScript Room

One Size Doesn't Fit All: Should Every Partner Be Trusted the Same Way? | Daniel Basilio, Head of Non-Financial GTM, Sumsub; and Elizabeth Hill, Principal Product Manager, TrustedHousesitters

Not every buyer, seller, host, or driver carries the same level of risk. The panel explores how marketplaces can tailor trust decisions throughout the user lifecycle instead of applying identical verification and controls to everyone. Daniel Basilio of Sumsub and Elizabeth Hill of TrustedHousesitters will look at risk-based approaches in practice: segmenting users by role and risk signals, knowing when to step up checks, and keeping onboarding smooth for the majority while applying stronger scrutiny where it matters most.

1:30 PM - 2:00 PM
Aon Room

Different Perspectives on Trust as a Driver of Value and Growth | Amanda Manning, Director, Online Responsibility Network; Noor Salama, Director, Member Safety and Experience, Feeld; and Sophie Walsh, Director, Digital Regulation, Ethics and Compliance, Deloitte LLP

This session brings together perspectives from across digital platforms, Trust & Safety and civil society to explore trust as a driver of value and growth. Drawing on practical experience of building trust within digital businesses, the panel will consider the signals that trust matters, how it creates value for platforms and their users, and how to demonstrate its impact to the C-suite.

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2:15 PM - 2:45 PM
Incognia Room

Your Fraud Model Looks Good on Paper. What Happens in Practice? | Elisa Ahern, Sales Engineering, Incognia; Jokūbas Krasauskas, Data Scientist, Vinted; and Gabrielė Mongirdaitė, Manager of Data Science & Analytics, Vinted

A high-performing fraud model doesn't necessarily mean a healthier marketplace. Fraud teams often measure success through precision, recall, and detection rates. But those metrics can't answer the questions that matter most: Did harmful behavior actually decrease? Were legitimate members protected? Did the marketplace become safer? Join Gabrielė Mongirdaitė of Vinted and Elisa Ahern of Incognia as they explore how fraud teams can move from measuring model performance to measuring real-world impact. They'll unpack the path from offline validation and experimentation to ongoing monitoring, examine the hidden costs of false positives and false negatives, and discuss why different interventions require different confidence thresholds. Attendees will leave with a practical framework for connecting fraud decisions to downstream outcomes, from harmful activity and member trust to marketplace health and business impact.

2:15 PM - 2:45 PM
LegitScript Room

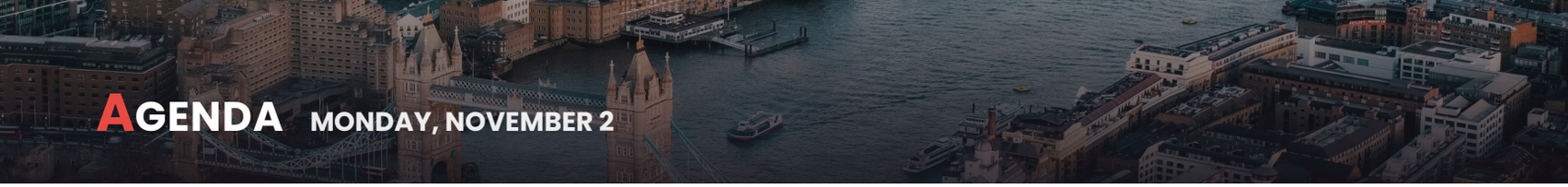
The Gray Zone: How AI Is Outrunning Regulation — and What Marketplace Operators Can Do About It | Maja Cuic, Risk Strategy Expert; Laura DeBenedetto, Policy Manager, Meta; Ted James, Global Risk Management Counsel, LegitScript; and David Khalaf, Content Manager, LegitScript

Regulators are writing rules for a technology that is changing exponentially faster than the legislative cycle. Platforms operating across jurisdictions face a growing set of “gray zone” compliance decisions: AI-enhanced product listings that can degrade the user experience; AI-generated videos and other content that deceive users; and regional rules around AI use that directly conflict with other jurisdictions. This session examines how leading platforms are making defensible decisions under uncertainty. Panelists will unpack real scenarios trust and safety teams are grappling with right now: AI-generated product images and descriptions, synthetic reviews inflating a seller’s credibility, AI influencers dispensing potentially problematic advice, and more. Attendees will leave with a framework for spotting these gray areas before they become headlines, and a clearer sense of where platform policy needs to move faster than regulation ever will. Key takeaways for attendees include how to identify AI-driven gray zones before they surface as user complaints, press coverage, or regulatory inquiries; real examples of AI misuse trust and safety teams are already encountering, from synthetic reviews to unverified AI-generated health claims; how to build internal review standards for AI-generated content that go beyond legal compliance; and where platform policy can move faster than regulation, and how to justify those decisions internally.

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AGENDA MONDAY, NOVEMBER 2

NETWORKING

2:45 PM - 3:10 PM

The Aon 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.

SESSIONS

3:10 PM - 3:40 PM

Incognia Room

What Does It Take to Build Trust in Online Reviews? | Marty Duffy, Senior Vice President, Product R&D Operations, G2; Marc Hambrook, Senior Director Fraud Detection & Investigation, Trustpilot; Radhika Mehra, Director, Product – Fraud & Risk, Expedia; Robert O'Neill, Associate Director, Content Fraud - Trust & Safety, Tripadvisor; and Alan O'Regan, Operations Manager, Fraud & Security, Booking.com

Online reviews are an integral part of consumer decision-making, and their value depends on trust. But the burden shouldn't be on consumers to judge whether individual reviews are trustworthy. Building that confidence relies on platforms doing the work behind the scenes to detect manipulation and protect authentic content. Generative AI is changing this landscape, creating new challenges and opportunities for platforms while also driving greater consumer scepticism about online content. Against this backdrop, how can platforms strengthen trust in online reviews - and what role should the wider ecosystem play? The panel will examine how platforms can respond to evolving threats while actively building trust, including how they communicate their work to protect review integrity without helping bad actors evade their safeguards. It will also consider the wider conditions needed to protect review integrity: proportionate regulation and effective enforcement, alongside cross-industry collaboration and intelligence sharing. Drawing on lessons from the Coalition for Trusted Reviews, the discussion will consider how industry, policymakers and regulators can play their part in strengthening trust in the review ecosystem.

Visit Our Host, Aon

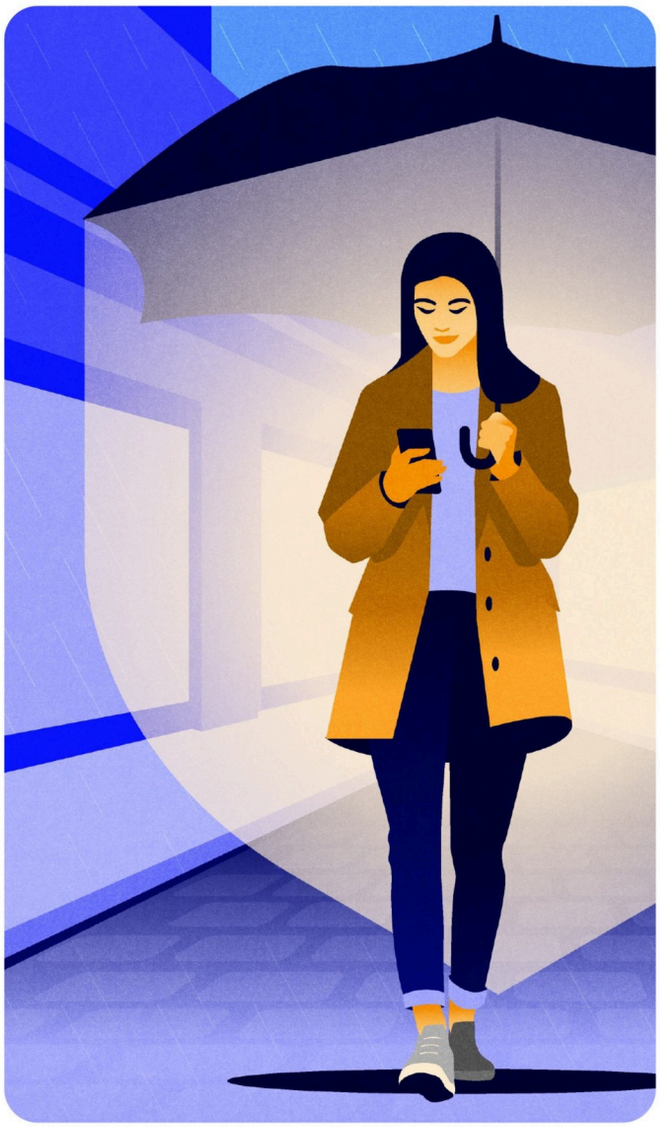
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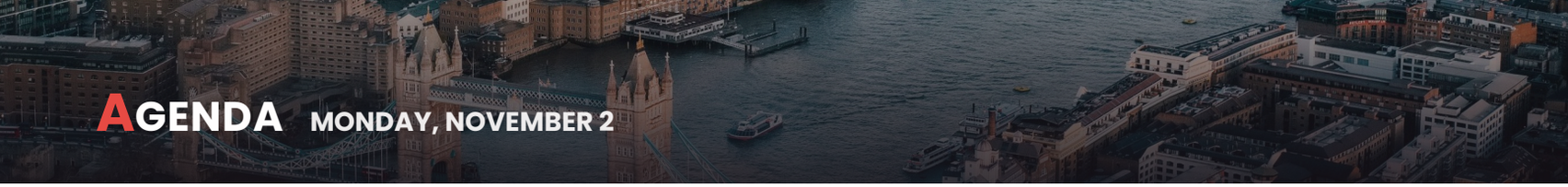
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3:10 PM - 3:40 PM
LegitScript Room

Trust from the First Tap: Identity Verification for Dating and Discovery Platforms | Geo Jolly, Group Product Manager, Veriff; and Simon Newman, Chief Executive Officer, Online Dating and Discovery Association

Identity verification (IDV) confirms that a user is real, an adult, and who they claim to be. It matters more than ever. Fraud costs are rising: reported UK romance fraud losses topped £116 million last year. Regulation is tightening too, with the Online Safety Act now in force and Ofcom guidance aimed at the dating sector. This session weighs the trade-off: stronger trust, less fraud, and better retention, against friction, privacy, and cost. It then turns to actionable steps: how platforms can layer these checks into onboarding without shutting users out, using biometrics and liveness detection, reusable identities that users verify once and reuse across platforms, and continuous checks for AI-generated deepfakes.

3:10 PM - 3:40 PM
Aon Room

When Play, Social and Commerce Collide: The New Child Safety Risk Landscape | Henry Adams, Trust & Safety Director, Resolver; Camilla Hegarty, SVP Practice and Business Development Lead, Teleperformance; Caroline Humer, Co-Founder & General Manager, STISA; and Zhen Xiong Lim, Senior Player Safety Manager, Supercell

Children no longer experience the digital world as separate platforms. They play, chat, create, shop, pay and socialise across interconnected ecosystems—while bad actors can move just as easily between them. A seemingly harmless interaction can evolve from gaming or a marketplace into private messaging, manipulation, financial exploitation or more serious harm. This panel will explore the emerging child-safety threat landscape, including grooming and coercion, AI-generated and synthetic content, age-assurance gaps, scams and financial exploitation, unsafe marketplace interactions, privacy and location exposure, and cross-platform migration. The audience will hope to get some insights on whether the industry needs to move beyond moderating individual pieces of content toward understanding behaviour, journeys and signals of escalating risk—and how technology, human expertise, safety-by-design and greater industry collaboration can help us intervene earlier.

3:55 PM - 4:25 PM
Incognia Room

The ABCs of Agentic Commerce | Anna Collier, Head of Fraud, Fanvue; Rebekah Moody, VP Marketing, Darwinium; and Garrett Olson, Head of Insurance and Enterprise Risk, Wolt

AI agents are quickly becoming one of the biggest talking points in commerce, promising a future where software can search, shop, book, negotiate and even make payments on a consumer's behalf. But how much of that future is actually here today, and how much is still hype? This panel will separate the reality of agentic commerce from the speculation. Industry leaders will break down how AI agents are beginning to interact with marketplaces and merchants, what changes when the customer at the keyboard may no longer be human, and the new questions this creates around identity, authorization, payments, fraud and trust. From distinguishing legitimate agents from malicious automation to understanding whether an agent is actually authorized to act on someone's behalf, the conversation will give attendees a practical foundation for navigating the emerging agentic economy.

3:55 PM - 4:25 PM
LegitScript Room

Consent by Design: Defining Intimacy and Preventing Image-Based Abuse | Kenya Fairley, Planning & Partnerships Associate Director | Trust & Safety, Bumble; Caroline Humer, Co-Founder & General Manager, STISA; Francesca Jarvis, Head of Survivor Services, Chayn; Andy Lulham, COO, Verifymy; and Christian Mogensen, Head of Global Affairs & Safety, SASHA

As technology continues to transform how we create, share, and communicate, it is also reshaping the boundaries of privacy, intimacy, and consent. Image-based abuse (IBA) is not simply a content moderation challenge; it raises the questions about how technology companies define intimate content, recognize consent, and respond when that consent is absent or withdrawn. This panel brings together civil society, platforms, and online safety technology provider to examine the role of clear definitions and meaningful consent in preventing and addressing IBA while providing users with safer systems to build connections and sharing images. What does consent mean in a digital environment? How should platforms distinguish between consensually shared intimate content and content that is being distributed without consent? And how can these principles be embedded into product design, policies, detection systems, reporting mechanisms, and enforcement processes? As new technologies such as smart glasses make the creation and distribution of intimate images easier, faster, and increasingly difficult to control, establishing a shared understanding of consent and intimacy has never been more important. This discussion will explore how the trust and safety industry can move beyond reactive content removal towards a more consistent, survivor-centered, and preventative approach to tackling image-based sexual abuse.

3:55 PM - 4:25 PM
Aon Room

Trust by Design: Building Confidence in Online Platforms | Akssenya Beedassy, Outreach & Partnerships Manager, Trust and Safety, TikTok; Ellie Holmes, Head of E-Commerce Compliance, Governance & Experience, TikTok; Lian Najami, TnS-Policy-Regional Policy, TikTok; Michael O'Connell-Davidson, TnS-Regulatory Risk & Program Management-Regulatory Delivery & Transparency, TikTok; and Rukayah Sarumi, EU Operations-Strategic Readiness and Business Communication, TikTok

What does it really take to earn trust on a digital marketplace? Join TikTok leaders for a sharp conversation on how platforms can build safety, transparency, and resilience in from day one. Expect practical insights, fresh perspectives, and ideas shaping the future of trust online. The panel brings together TikTok's Trust & Safety, policy, regulatory and operations perspectives on building safety and transparency into products and processes from the start.

4:40 PM - 5:10 PM
Incognia Room

The Evolution of Safety by Design: Safety in the AI SDLC | Sasha Mathew, Director, Trust Policy, Bumble; and Supriya Subudhi, Staff Product Manager, Bumble

Trust & Safety teams already red-team feature launches, score risk against structured rubrics, map abuse surfaces, and interrogate how product mechanics can incentivize harm. But what happens to that discipline as the software development lifecycle becomes AI-native - as AI accelerates how fast features get designed, built, and shipped? This session examines how to keep rigorous, human-led safety evaluation embedded in a faster pipeline: where AI extends coverage and speed, where expert human judgment stays irreplaceable against novel features and novel abuse vectors, and how to measure prevention with credible leading indicators.

Coming soon!

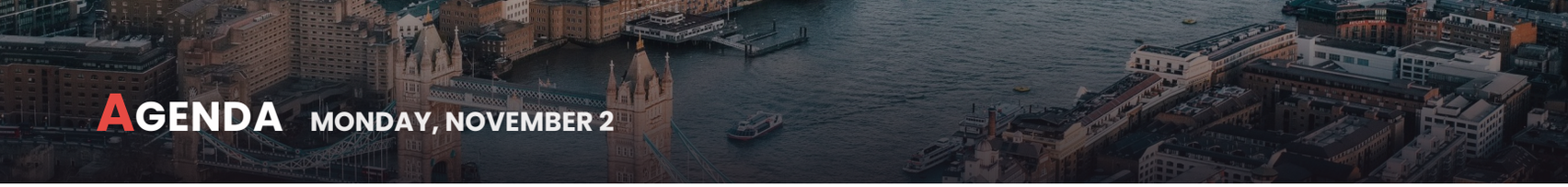
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AGENDA MONDAY, NOVEMBER 2

4:40 PM - 5:10 PM
LegitScript Room

Stablecoin Commerce: Trust, Payments, and Risk in Web3 | Tran Hung, CEO, Uquid

As stablecoins move from crypto-native use cases into everyday commerce, digital platforms must address trust, payment reliability, fraud prevention, and user adoption. This session explores how Web3 commerce infrastructure can support global payments and financial inclusion while managing practical marketplace risks. Drawing from Uquid's experience serving 3.5M+ users and providing access to 178M+ products and services globally, Tran Hung will share lessons on stablecoin shopping, customer experience, platform trust, and making blockchain-based payments more accessible for real-world users.

4:40 PM - 5:10 PM
Aon Room

Trust & Safety in the Age of Platform Commerce, Creators and Communities | Ailís Daly, Head of Trust & Safety, EMEA, WebPurify; Cecilie Fjellhøy, Speaker, Activist and Advisor, LoveSaid; and Francis Stones, Global Head of Brand Safety, TikTok

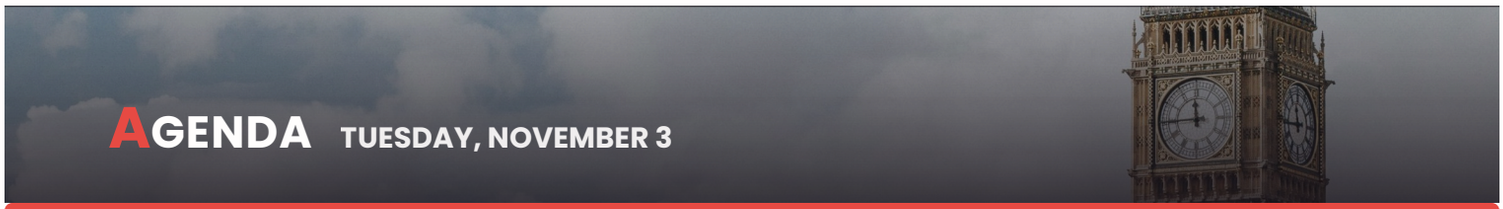
As social media, creator economies and online commerce increasingly converge, platforms face new challenges around consumer trust, creator accountability, responsible monetisation and protecting younger audiences. The discussion would explore how platforms can build trust across the creator-commerce ecosystem, with particular emphasis on creator trust and accountability, establishing standards for responsible creator behaviour, transparency and commercial content; the evolving creator economy, including the different trust dynamics associated with mega and micro creators and their implications for platforms, brands and consumers; and trust as a commercial enabler, showing how responsible creator ecosystems can strengthen consumer confidence and support sustainable growth.

NETWORKING

5:00 PM - 7:00 PM
The Aon Building

Welcome Reception hosted by Aon

Join us for a welcome reception hosted by Aon 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 Aon's offices from 5:00 PM to 7:00 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, NOVEMBER 3

NETWORKING

8:00 AM - 9:00 AM
The Aon 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 2027 - Hosted by Avalara and the Marketplace Risk Advisory Board | Nicholas Boetcher, Director of Sales - Global Marketplaces, Avalara; Laura DeBenedetto, Policy Manager, Meta; Sasha Mathew, Director, Trust Policy, Bumble; and Garrett Olson, Head of Insurance and Enterprise Risk, Wolt

A high-impact discussion exploring the forces reshaping digital platforms in 2027. Members of the Marketplace Risk Advisory Board will share expert insights into the trends, threats, and transformations redefining the industry. Structured as a fast-paced, engaging panel, the session will spotlight three core pillars of digital platform operations, each representing a vital area of risk, resilience, and growth: regulation as a product constraint, looking at how rules such as the Digital Services Act and age-assurance requirements are shaping product design, not just compliance reviews; quantifying platform risk, covering how platforms model and price exposures like fraud losses, regulatory fines, and reputational damage, and which of those risks insurers will cover; and trust at scale, examining where identity verification and fraud controls protect users, and where they add friction that drives users away. Nicholas Boetcher of Avalara and Advisory Board members Laura DeBenedetto of Meta, Sasha Mathew of Bumble and Garrett Olson of Wolt will close with practical takeaways on where platforms should focus their attention and investment heading into 2027.

SESSIONS

9:50 AM - 10:30 AM
Incognia Room

From Undercover Cop to Trusted Flagger: Wildlife Crime, Illicit Online Trade and the Trusted Flagger Advantage | Christian Plowman, Global Head - Wildlife Cybercrime, IFAW

For years, I lived as someone I wasn't - working undercover against organised criminals who traded in things most people never see. Today I hunt a different kind of trafficker, and I do it from a laptop: the illegal trade in endangered wildlife, worth billions, hiding in the same product listings, payment rails and ad ecosystems your platforms depend on. Some of it doesn't even look illegal at first glance. A pangolin doesn't look like a pangolin when it is listed as "antique scales" - and it will not trip your keyword filters. This session tells the story in three acts. In Act I, the world of covert policing collides with the world of online marketplaces - same criminals, same methods, different commodities. In Act II, meet "the Broker": a composite of the trafficking networks in our live casework, moving three commodities across three continents from one phone - a seller who is polite, responsive, ships on time, and by every metric you track looks like a good customer. In Act III, the tide turns: the EU Digital Services Act changes the rules, and designated trusted flaggers bring verified, priority-handled intelligence to the table - faster takedowns, network-level disruption, and enforcement outcomes no single platform could achieve alone. You will leave understanding: (1) how organised wildlife trafficking networks actually operate inside marketplaces, told from an undercover investigator's point of view; (2) what Trusted Flagger status under the Digital Services Act means for your platform - priority processing, legal certainty, and a credible answer to regulators; and (3) three practical steps to build trusted-flagger partnerships that cut illicit trade risk and reputational exposure. Whether you work in trust and safety, compliance, investigations or policy, this session offers a rare inside view of how illicit trade really operates online, and how platforms and trusted flaggers can work together to shut it down.

AGENDA TUESDAY, NOVEMBER 3

9:50 AM - 10:30 AM
LegitScript Room

Trust as a Product in the Age of AI - What do Consumers Want from Platforms? | Tom Caldwell, Head of Privacy, Cognism; Anna Sherwood, Senior Associate, Shoosmiths; and Ben Whitelaw, Founder, Everything in Moderation

As platforms become more complex and AI reshapes how consumers discover and buy, is trust a core part of the product? Consumers want choice and convenience, but also confidence in the content they encounter, and clarity about who will step in when things go wrong. We explore how platforms can create safe, seamless experiences, where responsibility sits between platforms and their users, and whether trust, safety and customer experience are becoming as important as price and choice.

9:50 AM - 10:30 AM
Aon Room

Protecting Your Growth Journey: A Fireside Chat with Aon Accelerate | Maddi Brown, Intellectual Property Practice Leader, CFC Underwriting; Lauren Folkard, Class Manager, Tech and Cyber, CNA Hardy; Benjamin Hindson, UK Tech & Digital Economy Industry Leader, Aon; and Steve Wilson, Head of Aon Accelerate, Aon

How does the risk profile of a business change as it scales? This fireside chat will explore the risks that emerge as companies raise capital, grow their teams, win larger customers and expand internationally. Through practical insights from insurance, claims and risk specialists, the panel will examine how founders can make risk management an enabler of growth and how Aon Accelerate can support businesses as they move from start-up to scale-up and beyond.

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10:45 AM - 11:15 AM
Incognia Room

Know Your Seller in the Age of AI Agents | Sahaar Al Ouan, Head of Global Compliance, MLRO, Runa; and Christopher Howie, Head of Partnerships, AiPrise

Marketplaces have become good at verifying the people who buy on their platforms. The businesses that sell on them get much less scrutiny. Shell companies, nominee directors and banned sellers coming back under new names all slip through onboarding flows built for individuals. Now AI agents are starting to list, buy and transact on platforms' behalf, so "who is really behind this account?" is getting harder to answer. In this session, Christopher Howie, Head of Partnerships at AiPrise, draws on conversations with more than 200 compliance and risk teams. He'll share how leading platforms are rethinking business verification. He'll show what registry, ownership and online-presence data reveals about sellers across markets, and where traditional KYB checks fail. He'll also explain how agentic AI can serve as the first line of review, so human analysts only handle the cases that need judgment. Attendees will leave with a practical framework for verifying sellers and their owners across borders, including markets where registry data is thin; the red flags that most often show up in fraudulent or banned sellers coming back under new identities; a clear view of where AI agents can safely automate seller review today, and where humans must stay in the loop; and an understanding of how to prepare for agent-driven commerce, where the "seller" may be software acting for a business.

10:45 AM - 11:15 AM
LegitScript Room

Beyond Trust & Safety: Child Safety as an Enterprise Risk | Katia Potapov, VP of Membership Development, Tech Coalition; and Cella Wardrop, Operations Associate, Wizz

Online child exploitation is no longer just a Trust & Safety issue—it's an enterprise risk affecting product development, brand reputation, compliance, and long-term growth. As technology evolves and regulations across the EU and UK raise expectations for platform accountability, companies must proactively address child safety. This session combines industry-wide insights from the Tech Coalition with a case study by Wizz, illustrating how they embedded child safety into their product development and enterprise risk management processes. Attendees will gain practical insights into the decisions, challenges, and lessons learned, along with actionable ideas for organizations of all sizes looking to build child safety into their products from the outset. Katia Potapov of the Tech Coalition will share what the industry is learning collectively about emerging threats and effective safeguards, while Cella Wardrop of Wizz will show how a fast-growing social discovery app made child safety a shared responsibility across product, operations and leadership.

10:45 AM - 11:15 AM
Aon Room

Before the Chargeback: What Issuers Wish Marketplaces Would Share Sooner | Gavin Evans, Senior Manager, Disputes Management & Prevention, Lloyds Banking Group; and Heather Lamont, Co-Founder, Chief Customer Officer, Tuhk

Most disputes are settled after the money has moved, long after the evidence that could have resolved them existed. In this fireside chat, Lloyds Banking Group and Tuhk explore sharing chargeback representment data upfront, at the moment a cardholder raises a dispute. They'll share how earlier, privacy-safe collaboration prevents chargebacks, improves authorisations and sharpens risk decisions, while exposing financial crime that no single party sees alone. Attendees leave with practical next steps for starting early collaboration, breaking down data silos, and measuring impact on disputes, approvals and customer experience.

11:30 AM - 12:00 PM
LegitScript Room

Safety for Vulnerable Members | Sasha Mathew, Director, Trust Policy, Bumble; and Noor Salama, Director of Member Safety & Experience, Feeld

Protecting members who are queer requires unique interventions to mitigate safety risk. Sasha Mathew of Bumble and Noor Salama of Feeld will discuss how dating and discovery platforms can better protect LGBTQ+ members, who can face elevated risks including harassment, outing and targeted scams. The conversation will explore how to design safety features, policies and moderation practices with these communities in mind, how to balance visibility and connection with privacy and protection, and how to support members when something goes wrong.

12:15 PM - 12:45 PM
Incognia Room

Navigating Compliance with Image-based Abuse Laws | Emily Harman, Director, StopNCII Ltd, SouthWest Grid for Learning - StopNCII; and Sheryl Willson, Women and Girls Online Safety Lead, Ofcom

Hear from the UK Regulator and the organisation controlling the largest global hashlist for NCII. Discover how your platform can optimise its approach to combatting image-based sexual abuse and ensure compliance with new safety legislation - in the UK, and round the world. Sheryl Willson of Ofcom will set out what the Online Safety Act expects of platforms on intimate image abuse, while Emily Harman of StopNCII will explain how hash-matching lets platforms detect and block non-consensual intimate images at scale without the images themselves ever being shared.

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12:15 PM - 12:50 PM
LegitScript Room

Beyond AI: Human-Centered Content Moderation Value | Shaun Lee, Content Integrity Lead, Booking.com; and Ranon Li, Director of Trust & Support Operations, Catawiki

Content moderation is often measured by detection accuracy, policy compliance, and processing speed, yet technically correct decisions can still damage user trust and business performance. This presentation explains a human-centered approach that connects moderation with behavioral psychology, customer experience, and cross-functional operations. It recommends measuring preserved revenue, retention, customer satisfaction, and total time to resolution; evaluating user dependencies before enforcement; triggering proactive support; and using transparent, reputation-aware communication. By moving beyond AI detection and takedown counts, User Safety teams can reduce false-positive costs, prevent silent churn, and become strategic drivers of platform trust and sustainable growth.

NETWORKING

12:45 PM - 1:30 PM
The Aon Building

Networking Lunch

Grab lunch with old friends and new colleagues.

SESSIONS

1:30 PM - 2:00 PM
LegitScript Room

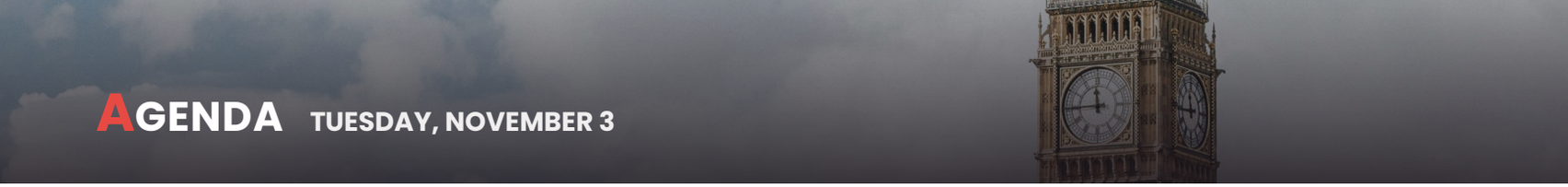
Weighing the Risks of AI & Protected Health Information | Alex Kroeger, Attorney, Larson King

Health and Medical marketplaces are faced with unique challenges concerning user data. With the growing benefits of AI, it is crucial to understand how private health data is utilized in your business and processed by AI agents. Alex Kroeger of Larson King will cover the privacy, data protection and vendor risks to weigh before connecting AI agents to protected health information, from how data is shared with third-party models to what users are told and agree to, and practical steps to map where health data flows, set clear boundaries for AI use and reduce liability.

1:30 PM - 2:00 PM
Digital Risk Room

Cracks in the Marketplace: Where Fraudsters Get In | Nikolai Suhharnikov, Head of Solutions Engineering, Sumsub

In this session, Sumsub will unpack real-life examples of how fraudsters identify and exploit the loosely regulated nature of marketplaces to commit fraud — from onboarding to transactions and beyond. Discover where marketplaces are most vulnerable, how fraudsters take advantage of these weak spots, and what can be done to stop them before fraud impacts your users, revenue, and reputation. The session will cover common attack patterns such as fake and stolen identities, account takeover, multi-accounting and fraudulent sellers, and show how layered verification and ongoing monitoring across the user journey can close the gaps without adding unnecessary friction for legitimate users.



AGENDA TUESDAY, NOVEMBER 3

2:15 PM - 2:45 PM
Incognia Room

The EU Platform Workers Directive: Is Your Platform Ready? | Will Hampshire, Partner, Seyfarth Shaw LLP; and Emma Tullberg, Senior Associate, Seyfarth Shaw LLP

Most discussion of the EU Platform Workers Directive has focused on worker classification and the possibility that platform workers may be reclassified as employees. The Directive also introduces extensive requirements around algorithmic management, creating new compliance obligations and potentially significant implications for the way digital platforms allocate work, monitor performance and make decisions affecting workers. This session explores the key requirements of the Directive, the practical implications for digital platforms and the steps organizations should be taking now to prepare.

2:15 PM - 2:45 PM
LegitScript Room

Before Saying YES to AI | Nicola Gandy, Director, Azacus.io

One click on "Connect" can give AI access to customer secrets, power to issue refunds and influence over whose business gets suspended. Who decided those boundaries? This session brings AI integration risks into focus for Trust & Safety, legal, fraud teams and founders. Through memorable examples, discover five questions that expose hidden risks: what can AI see, do and influence; how could someone manipulate it; and how do we recover? Leave with a practical framework for challenging vendors, setting boundaries and protecting users—without needing to become a technical expert.

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NETWORKING

2:45 PM - 3:10 PM
The Aon 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.

SESSIONS

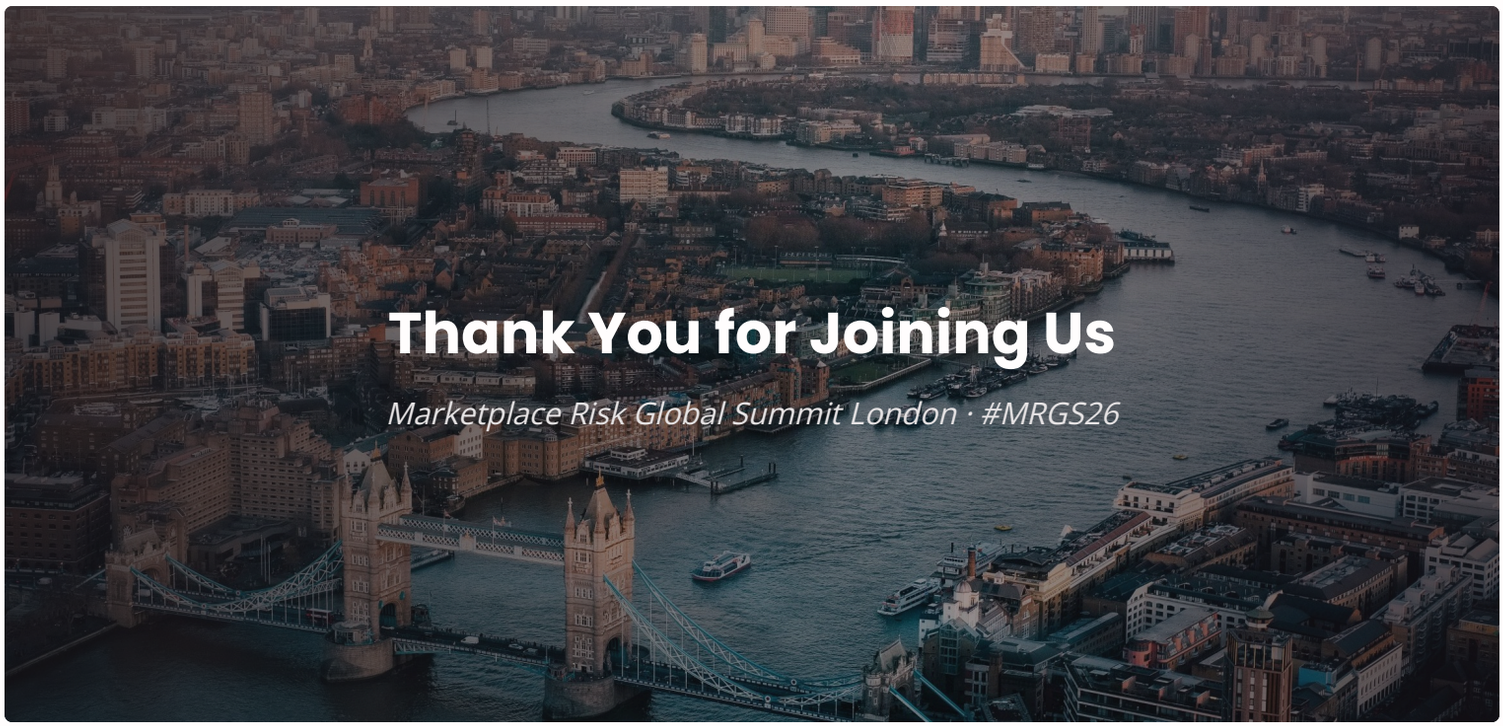
3:10 PM - 3:40 PM
Incognia Room

The Age of AI Agents and Synthetic Identities: The Future of Trust in Dating | Simon Newman, Chief Executive Officer, Online Dating and Discovery Association; and Andrew Novoselsky, Chief Product Officer, Sumsub

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SPEAKER BIOGRAPHIES

SPEAKER BIOGRAPHIES

Henry Adams, Trust & Safety Director, Resolver

Henry Adams is Director, Trust & Safety at Resolver. With a background in national counter-terrorism and intelligence leadership, Henry advises platforms, technology companies, and AI developers on navigating complex online harms and AI risk governance. He specializes in deploying proactive, intelligence-led safety strategies that protect users and ensure regulatory resilience.

Elisa Ahern, Sales Engineering, Incognia

Elisa Ahern is an experienced data scientist turned Sales Engineer, with a demonstrated history of working in the research industry on big data analysis and visualization. Currently working as a Sales Engineer at Incognia, Elisa helps prove value to potential customers through proof of value testing. Elisa's previous work experience is in business analytics, with skills in R, SQL, Python, Matlab, and statistics.

Sahaar Al Ouan, Head of Global Compliance, MLRO, Runa

Sahaar Al Ouan is Global Head of Compliance and MLRO at Runa, a global payouts platform for gift cards, prepaid cards and direct transfers, reaching 190+ countries. She leads Runa's financial crime framework, including business verification (KYB), screening, transaction monitoring and partner oversight. She has held financial crime and Deputy MLRO roles at e-money firms including OpenPayd, BnkPro and Keel Money. Sahaar holds the ICA International Diploma in AML, an MBA and the Chainalysis CCFC.

Josefina Arias, Customer Trust and External Relations Manager, Amazon

Josefina Arias is Amazon's UK Manager for Customer Trust and External Relations, based in Dublin. She leads brand protection and trust & safety across the UK marketplace, covering anti-counterfeiting, scam prevention, and product safety. Over 10+ years she has built programs from scratch, led fraud and counterfeit detection teams globally, and partnered with brands, regulators, industry and law enforcement bodies. Her work has enabled significant business growth across the EU while obsessing over retaining customer trust. She is an Actuary and holds an Executive MBA from IAE Business School.

Deniz Atabey Alkan, VP Trust & Safety, Checkstep

Deniz Atabey Alkan is a Trust & Safety leader with over a decade of experience driving user safety interventions across multiple global platforms, including Meta, TikTok, Trustpilot and Bumble. Deniz builds policies and ML-powered enforcement systems, and sets up global operational teams that protect billions of internet users. Deniz loves translating complex online challenges into scalable solutions spanning policy strategy, operational excellence, regulatory readiness and cross-functional execution, while bringing together diverse, functional teams, and is passionate about creating safer and better digital experiences, not only for users but also for the teams who make it possible.

Louise Barnekow, CEO, Besedo

Louise Barnekow is CEO of Besedo, the trust infrastructure that digital platforms rely on to protect users from fraud, abuse and harmful content. Based in Stockholm, one of Europe's leading tech hubs, her background spans product strategy, AI-enabled digital products and technology leadership in high-growth environments. As fraud and abuse become increasingly organised, she argues that safety by design needs to be built into culture and infrastructure from the ground up, rather than bolted on after users have already been impacted. She is also a vocal advocate for purpose-led leadership and greater diversity in tech.

Daniel Basilio, Head of Non-Financial GTM, Sumsub

Daniel Basilio is Head of Non-Financial GTM at Sumsub, where he leads go to market across marketplaces and all non-financial verticals. Across Glovo, Tripadvisor, and Cooltra, he specialized in opening new verticals, services, and products. He holds a degree in Business from Pompeu Fabra and a Master's in B2B Sales Management from Nuclio Digital School.

Akssenya Beedassy, Outreach & Partnerships Manager, Trust and Safety, TikTok

Akssenya Beedassy leads outreach and partnership efforts focused on combating frauds and scams worldwide. She collaborates with NGOs, non-profits, civil society organizations, and academic experts to strengthen cross-sector responses to evolving online harms. Akssenya helps to bring external insights into policy, product, and safety initiatives to help protect users and improve platform integrity globally.

SPEAKER BIOGRAPHIES

Ravi Bhalla, Vice President, Trust & Safety, Concentrix

Ravi Bhalla is Vice President of AI Data Services and Trust & Safety Practice at Concentrix, based in London. With more than 22 years of experience in operations, customer relationship management, sales, and business development, he helps global technology platforms keep their users safe and build AI that people can trust. At Concentrix, Ravi develops and delivers strategies for user safety, risk mitigation, and platform integrity. He works closely with partners to grow these practices at scale. His mission is to scale trust and safety for global partnerships and to create a positive impact on the online ecosystem. His work sits at the intersection of AI Data Services and Trust & Safety, where the quality of data and the strength of safeguards help decide whether AI systems and online platforms earn the trust of their users. He brings a practical, delivery-focused view of what it takes to make both work across regions, languages, and cultures.

Maddi Brown, Intellectual Property Practice Leader, CFC Underwriting

Maddi Brown founded the CFC IP book in 2013 and has over 15 years' experience specialising in the diverse intellectual property market. As Practice Leader, Maddi is responsible for developing CFC's suite of IP insurance products and services and educating brokers on the emerging class. Maddi began her career as a broker and previously held IP insurance underwriting roles at Munich Re and Miller Insurance Services.

Tom Caldwell, Head of Privacy, Cognism

Tom Caldwell is a seasoned privacy professional who has led data protection functions within and for legal teams, mainly in the EMEA region but with a global influence. With over 10 years of experience in law practice, legal consulting and legal project management, Tom focuses on data privacy, eDiscovery and contract negotiation, and is passionate about ensuring companies' compliance with global privacy laws and regulations such as the GDPR. Tom is a certified information privacy professional (CIPP/E, CIPM, CIPT, CIPP/A, CIPP/US and FIP) and a licensed attorney in Pennsylvania and New Jersey, and is pursuing qualification as a Solicitor, initially through the Qualified Lawyer Transfer Scheme and now the Solicitors Qualifying Exam. With a strong background in legal research, mediation and client communication, Tom is passionate about fostering a data protection culture within organisations and supporting the business with privacy-related matters.

Anna Collier, Head of Fraud, Fanvue

Anna Collier is Head of Fraud at Fanvue, an AI-powered creator monetisation platform. With over 10 years of experience in fraud prevention, including roles at Amazon and fintech unicorn Marshmallow, Anna specialises in building and scaling fraud strategies, teams and technology in high-growth businesses. At Marshmallow, she built the fraud function from the ground up, developing automated detection capabilities and international operations. At Fanvue, she focuses on tackling emerging fraud threats while enabling rapid, sustainable growth.

Maja Cuic, Risk Strategy Expert

Maja Cuic is a Marketplace Risk & Trust & Safety expert passionate about making the digital world safer and more trusted. With 10+ years of experience at Alibaba.com and Amazon, she has worked at the forefront of marketplace safety, helping global platforms identify emerging risks and address unsafe and illegal products. Maja challenges traditional business patterns where growth can come before responsibility, advocating for stronger collaboration between platforms, regulators, businesses, and consumers to build a future where AI and innovation strengthen trust.

Ailís Daly, Head of Trust & Safety, EMEA, WebPurify

Ailís Daly is the Head of Trust & Safety at WebPurify and a veteran policy expert. A qualified barrister, she began her Trust & Safety career 14 years ago at Google, managing sales compliance and risk processes, before enforcing advertising policies at Twitter and leading community policy as EMEA Lead at Airbnb. From 2021, she served as the Global Head of Violence and Aggression Issue Policies at TikTok, addressing challenges such as hate speech, violence and abuse, and played a pivotal role in preparing for major regulations and building trust with regulators. At WebPurify, she advises top-tier companies on regulatory requirements, Trust & Safety operations and policy development. She also hosts Trust Issues, a Trust & Safety–themed podcast featuring the people who keep the internet safe.

SPEAKER BIOGRAPHIES

Abhijnan Dasgupta, Practice Director, AI Safety, Everest Group

Abhijnan Dasgupta is an AI safety and governance commercial leader at Everest Group, scaling AI safety and governance advisory offerings for the enterprise market and for global professional services and technology firms. Abhijnan's work is underpinned by M&A strategy and due-diligence experience at EY-Parthenon.

Laura DeBenedetto, Policy Manager, Meta

Laura is a policy manager who delivers impactful policies to address integrity issues online. With extensive experience across various technology platforms, she drives cross-company discussions to establish policy frameworks addressing a wide range of abuse areas. Laura has successfully led teams in developing policies for Violent Extremism, Minor Safety, and Behavioral Policy, fostering consensus among diverse stakeholders.

Marty Duffy, Senior Vice President, Product R&D Operations, G2

Marty Duffy is SVP of Product R&D Operations at G2, the B2B software review marketplace. He leads the teams that protect the integrity and quality of G2's marketplace, including Trust & Safety, Market Research, Data Operations, Product Support, Product Operations, and Catalog Operations. Marty focuses on building the systems and AI-enabled workflows that keep reviews authentic and help buyers make confident decisions. He is a member of G2's Extended Leadership Team.

Nick Evans, Senior Manager, EMEA Centre for Regulatory Strategy, Deloitte

Nick Evans is a Senior Manager in Deloitte's EMEA Centre for Regulatory Strategy, where he advises organisations on digital regulation across the UK and EU. His work focuses on areas including online safety, competition, AI, media and consumer protection. Prior to joining Deloitte, Nick spent five years in Ofcom's Strategy and Policy team, helping to shape regulatory policy in the UK communications sector.

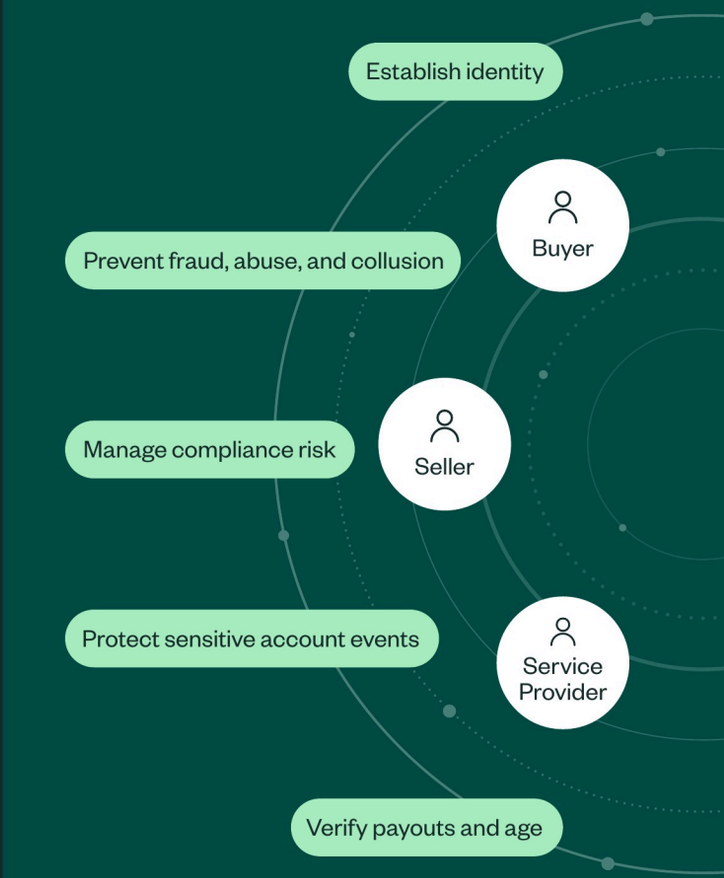
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SPEAKER BIOGRAPHIES

Kenya Fairley, Planning & Partnerships Associate Director | Trust & Safety, Bumble

Kenya Fairley has over 20+ years of experience in trauma-informed, survivor-centered advocacy to address and prevent domestic and sexual violence, including experience working in non-profit, city and federal government in the United States, developing collaborative programs, and coordinating inter-agency partnerships and stakeholders. At Bumble she builds trust and safety partnerships that help safeguard the online community across all of Bumble Inc. products, as well as supporting efforts to mature moderation practices and co-designing wellbeing programs for their Customer Experience and Trust teams.

Francesca Farina, Trust and Safety Manager, Bending Spoons

Francesca Farina is Trust & Safety Manager at Bending Spoons, working on Meetup and Eventbrite, two platforms that bring people together in real life. Meetup is where people find local groups built around shared interests and turn them into regular in-person or online meetings. Eventbrite is where creators, from independent venues to large organizers, sell tickets to their events, and where attendees discover what's happening near them.

Cecilie Fjellhøy, Speaker, Activist and Advisor, LoveSaid

Cecilie Fjellhøy first made headlines as the whistleblower in Netflix's record-breaking The Tinder Swindler. Drawing on a background in tech and UX design, she shows how technology, psychology and empathy must work together to build safer digital systems. She carries that mission on screen as creator and host of Netflix's Love Con Revenge, into print with Swindled Never After, co-written with Pernilla Sjöholm, and into practice through LoveSaid, the organisation she co-founded to support fraud victims and train frontline professionals. A global keynote speaker and advisor, she is turning personal pain into systemic change.

Nicola Gandy, Director, Azacus.io

Nicola Gandy is Co-founder and Director of Azacus.io, a cybersecurity consultancy specialising in penetration testing and real-world security risks. With extensive experience leading complex security engagements, Nicola brings an attacker-minded perspective to the challenges of AI integration. She helps marketplace and digital platform leaders understand how AI can expand their attack surface, introduce new vulnerabilities and create unexpected pathways to abuse — empowering businesses to adopt AI with confidence, without overlooking security.

Will Hampshire, Partner, Seyfarth Shaw LLP

Managing employee matters can be difficult, especially when employees are based in a number of countries. Employment laws are complex, forever evolving, and vary greatly between countries, as do local cultures and customs. Will acts as a single point of contact to help companies seamlessly manage their employee matters all over the world. He works with the international team to deliver practical solutions to the complex employment law challenges that arise on large multijurisdictional compliance projects, mergers and acquisitions, and workforce restructures.

Camilla Hegarty, SVP Practice and Business Development Lead, Teleperformance

Camilla Hegarty is a Trust & Safety leader, practitioner and speaker with 15+ years of experience helping global organisations navigate complex operational and digital challenges. As a Trust & Safety Practice Lead, she focuses on the issues shaping the next generation of online safety, from child protection and critical harms to responsible AI, automation, regulatory readiness and human-in-the-loop safety operations. Camilla is a strong advocate for moving Trust & Safety beyond traditional moderation towards proactive, intelligence-led models that anticipate risk, protect users and help digital platforms grow responsibly.

Benjamin Hindson, UK Tech & Digital Economy Industry Leader, Aon

Benjamin Hindson is Aon's UK Tech and Digital Economy Industry Leader, responsible for bringing the best of Aon's capabilities to clients across the tech industry. This includes working with strategic capacity partners to develop new risk transfer solutions, advising innovative organisations on the design of insurance programmes, and developing Aon's response to industry megatrends. Prior to joining Aon in 2022, Benjamin was Director of Global Insurance Solutions and UK CEO for Trov International UK, a global leader in embedded insurance, and before that a Client Executive at Marsh, working with large multinational companies in the communications, media and technology sectors. He is ACII qualified and a Chartered Insurance Broker.

SPEAKER BIOGRAPHIES

Ellie Holmes, Head of E-Commerce Compliance, Governance & Experience, TikTok Shop EMEA

Ellie Holmes is Head of Compliance (UK & EU) — Governance and Experience at TikTok Shop, where she built the regional compliance team for UK & EU and leads product safety, platform compliance, governance, and regulatory engagement. With over 20 years' experience spanning TikTok Shop, Amazon, Asda, and international retail, she has built global compliance frameworks across more than 30 geographies. Her expertise spans policy development, proactive risk management, and engagement with UK and EU regulators — translating regulatory requirements and enforcement priorities into effective strategies to protect customers and enable responsible growth at marketplace scale.

Caroline Humer, Co-Founder & General Manager, STISA

Caroline Humer is an independent consultant for companies looking to protect their services from sexual exploitation and to protect children from going missing. She is the general manager of STISA, which is supporting helplines around the world in responding to adult image-based sexual abuse survivors. In 2020 she co-founded the Trust & Safety Forum, a yearly European conference followed by the Trust & Safety Festival. Caroline is based in Alexandria, Virginia, USA.

Tran Hung, CEO, Uquid

Tran Hung is the CEO of Uquid, a Web3 commerce infrastructure established in 2017, serving 3.5M+ users and providing access to 178M+ products and services globally, with partners such as Binance, Tether, and Bybit. Under his leadership, Uquid has advanced stablecoin shopping, financial inclusion, and global crypto payments, making blockchain more accessible worldwide.

Ted James, Global Risk Management Counsel, LegitScript

Ted currently serves as Global Risk Management Counsel on the LegitScript Regulatory and Policy Research team, analyzing global trends in regulatory, litigation, and reputational risk related to products and services sold online and global payments processing. Prior to LegitScript, Ted spent over two decades in the finance and banking industry, both as a partner at a multinational technology-focused investment bank and as a director at a large commercial bank. He previously served as president of the Pacific Northwest Security Traders Association, consulting and lobbying on capital markets regulation. He holds a B.A. from Lewis & Clark College and a J.D. from Lewis & Clark Law School.

Luca Jarone, Key Account Manager, Marketplace & Payments, LegitScript

Luca Jarone is a Key Account Manager at LegitScript, where he builds partnerships with global marketplaces, ad platforms, social networks, and payments companies to solve complex product safety and compliance challenges. Luca started at LegitScript in 2015 as a Portuguese language analyst, and is passionate about a career that keeps him learning every day over a decade later. His work takes him around the world, from London and Dublin to Singapore and Shanghai. He is proud to serve on the Marketplace Risk Advisory Board since 2024. Luca lives in Atlanta, Georgia with his husband and their sweet pup, Kevin.

Francesca Jarvis, Head of Survivor Services, Chayn

Francesca Jarvis is Head of Survivor Services at Chayn, working across gender justice, trauma, and technology. Drawing on over a decade of experience in frontline gender-based violence services, Francesca leads Chayn's work on ensuring its survivor-facing services and products are rooted in survivor-centred and trauma-informed design and practice. This approach shapes Chayn's work from digital resources to policy. Before joining Chayn in 2022, Francesca managed teams of frontline trauma workers in support services for survivors of sexual violence, and worked across youth services, advocacy, and campaigning.

Geo Jolly, Group Product Manager, Veriff

Geo Jolly is a product leader with many years of experience in transforming complex machine-learning solutions into market-changing products. Geo combines deep technical expertise in biometrics and AI with strategic business acumen to deliver impactful innovations in identity verification. At Veriff, Geo leads the Biometric product development and strategy. His comprehensive understanding of biometric technologies—from facial recognition to liveness detection—enables him to create solutions that balance regulatory compliance with cutting-edge innovation.

SPEAKER BIOGRAPHIES

David Khalaf, Content Manager, LegitScript

David Khalaf is a content marketer and strategist who collaborates with B2B and B2C brands to craft persuasive content that drives traffic, enhances brand voice, and generates quality leads. For more than eight years, David has worked with LegitScript — the global leader in enterprise risk management solutions — to help search engines, e-commerce marketplaces, payment service providers, and social media platforms navigate complex markets and grow their businesses more safely. Based in Paris, France, David is particularly interested in the e-commerce regulatory landscape across Europe and, by David's own admission, is always looking for an opportunity to practice some terrible French.

Jokūbas Krasauskas, Data Scientist, Vinted

Jokūbas works as a Data Scientist in Security at Vinted, where for the past five years he has built data-driven defences against fraud, automation and platform abuse. On a daily basis he turns behavioural signals into detection that keeps the Vinted marketplace safe for its members.

Alex Kroeger, Attorney, Larson King

Alex Kroeger is an attorney with a background in product for growing tech companies. She has planned a sprint, launched a product, and represented clients in court. She is based in Amsterdam and practices law in the US, helping European companies navigate the American legal system.

Heather Lamont, Co-Founder, Chief Customer Officer, Tuhk

Heather Lamont, based in Toronto, Canada, is Co-Founder and Chief Customer Officer of Tuhk, building data collaboration technology to combat financial crime. With 25+ years across financial services, fintech, identity and cyber security, she has held senior leadership roles at Mastercard (Ethoca), Bank of Montreal, American Express, Bank of America, ADP, and prior to Tuhk led a global team of 150+ as Chief Customer Officer at Certta. Heather is an advisor to both Marketplace Risk and Payments Canada, and speaks on customer trust, fraud prevention, payments innovation and operational excellence design.

Shaun Lee, Content Integrity Lead, Booking.com

Shaun Lee is Content Integrity Lead at Booking.com, with experience building Trust & Safety systems at scale across Meta, TikTok, Airbnb, and Booking.com. Shaun's work sits right where policy, product, and engineering meet, turning complex risk models and regulatory rules into practical safety architecture. Shaun's core focus is GenAI governance, automated threat detection, and model safety, building on deep experience in AI risk to ensure proactive incident prevention and model suitability across complex ecosystems.

Ranon Li, Director of Trust & Support Operations, Catawiki

Ranon is currently Director of Trust and Support Operations at Catawiki, a curated online marketplace that lists over 100,000 special objects in auction weekly and sold more than 3.5 million objects in 2025, where he leads strategy and operations for Trust and Safety, Customer Support and Localisation. As a Trust and Safety leader with experience across Asia and Europe in companies such as Meta and Grab, Ranon has built and scaled Trust and Safety teams of different sizes, connecting impact with commercial growth and user experience.

Zhen Xiong Lim, Senior Player Safety Manager, Supercell

Zhen is Senior Player Safety Manager at Supercell, a global gaming studio, where he leads programmes to safeguard children and player safety for a few hundred million players worldwide. With more than a decade’s experience across government, tech and gaming, he previously led Airbnb’s trust & safety policy teams in APAC and EMEA, advised global tech platforms on EU DSA and UK OSA compliance as a consultant, red-teamed new models for OpenAI, and developed Singapore’s inaugural Cybersecurity Act. That breadth gives him a cross-ecosystem view of how risk travels between platforms, not just within them.

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SPEAKER BIOGRAPHIES

Andy Lulham, COO, Verifymy

Andy Lulham is Chief Operating Officer at Verifymy, the leading safety technology provider building frictionless, privacy-preserving and trustworthy solutions for online platforms to maintain their integrity, protect their reputation and safeguard their users. Verifymy has a range of online safety solutions covering age assurance, identity verification, content moderation and consent management. Andy's diverse role includes managing Verifymy's relationships with policy makers and media and data protection regulators around the world.

Amanda Manning, Director, Online Responsibility Network

Amanda Manning is Director of the Online Responsibility Network (ORN), where she leads strategy, proposition development and commercial growth for an industry initiative bringing together brands, platforms, experts and solution providers. ORN's mission is to raise standards of online responsibility and help organisations build trust through practical, measurable action. Amanda has spent more than 15 years helping organisations tackle complex challenges and lead major change, in senior roles across regulated and purpose-led organisations including the Energy Ombudsman, Communications Ombudsman, Gambling Commission and Trust Alliance Group. At ORN, she focuses on practical frameworks, partnerships and solutions that help organisations move from good intentions to meaningful action.

Sasha Mathew, Director, Trust Policy, Bumble

Sasha Mathew is a digital safety leader with a decade of experience at the intersection of digital rights, platform safety and regulation in the US, UK, Europe and India. She is Global Head of Platform Policy at Bumble. Previously, she was a product policy lead at Twitter, where she managed ecosystem safety for emerging products, and a Director in Concentrix's internal Trust & Safety practice unit. A trained lawyer, she holds a master's in public administration (technology policy) from Harvard Kennedy School. She is on the T&S Summit advisory board and served on the TrustCon 2024 programming committee.

Michal Mitlanski, VP of Trust & Safety, Yad2

Michal Mitlanski is VP of Trust & Safety at Yad2, Israel's leading classifieds platform. She leads the company's efforts to strengthen user protection, prevent fraud, improve listing quality and build trust across real estate, vehicles, jobs and second-hand verticals, positioning Trust & Safety as a key driver of growth and competitive advantage. Michal began her career at Yad2 as VP Projects, leading strategic, cross-company programs and driving alignment across business, product, technology and data to translate the company's strategy into measurable results. She brings over 20 years of experience in project and product management, innovation, holding senior and management positions at Tarya Fintech, Dun & Bradstreet and Isracard, and at global companies including VISA Intl. and NetApp. She holds an MBA from Ben-Gurion University.

Christian Mogensen, Head of Global Affairs & Safety, SASHA

Sharing an image should never mean surrendering consent - neither in a private nor professional setting. Christian Mogensen has fought for this line for over a decade: first at the Center for Digital Youth Care, as a leading Danish voice on image sharing and online abuse and a researcher of incels, the alt-right and nihilistic violent extremist networks; then as a Danish tech diplomat in Silicon Valley and recently as Snapchat's Nordic Head of Public Policy. Now, as Head of Global Affairs & Safety at SASHA, he's building an invisible line of defence into images, so consent is literally built into the image. Fluent in both trolls and treaties, consent and copyright.

Rebekah Moody, VP Marketing, Darwinium

Rebekah Moody is a seasoned cybersecurity and fraud prevention strategist, currently leading marketing and go-to-market efforts at Darwinium, a Cyberfraud AI platform, where she is spearheading how the company communicates the transformational power of AI in fraud prevention. With over a decade of experience across fintech, eCommerce and retail banking, she previously played a pivotal role at ThreatMetrix during its acquisition by LexisNexis Risk Solutions, building global awareness around digital identity intelligence and cybercrime trends. Rebekah is a regular contributor to industry publications, a speaker at global fraud and cybersecurity events, and a passionate advocate for making digital safety accessible, especially for the most vulnerable users online.

SPEAKER BIOGRAPHIES

Lian Najami, TnS-Policy-Regional Policy, TikTok

As Head of Trust & Safety Policy for the Middle East, Africa, and Central Asia at TikTok, Lian leads regional efforts to design and implement policies that protect users and strengthen platform integrity. She guides a team dedicated to building inclusive, context-driven approaches that respond to emerging digital trends and foster safer online experiences worldwide. She is the first Arab-Israeli Rhodes Scholar, a Forbes 30 Under 30 honoree, and holds Oxford master's degrees in Public Policy and Comparative Social Policy. Lian is driven by a core belief: safety and inclusion are not features of technology, they are its foundation.

Simon Newman, Chief Executive Officer, Online Dating and Discovery Association

Simon Newman is the CEO of the Online Dating and Discovery Association, the recognised trade body for the sector that shapes policy, defines standards and champions safe, authentic human connection in the digital age. He is also Co-Founder of Cyber London and an Honorary Visiting Fellow at City St Georges, University of London.

Michael O'Connell-Davidson, TnS-Regulatory Risk & Program Management-Regulatory Delivery & Transparency, TikTok

Michael O'Connell-Davidson works in TikTok's Trust & Safety Transparency team, turning enforcement data into reports for regulators and the public, from Ofcom's UK Online Safety Act regime to the EU's disinformation code. He has supplied data for more than 300 disclosures, wrote TikTok's crisis data-sharing playbook and launched its Frauds and Scams Prevention Hub. Before that he spent five years at Dataminr spotting crises as they broke, after starting out as a journalist on a British national newspaper. He has an MSc in data science and now builds AI tools, from MCP servers to an assistant his team uses to pull and check its data.

Robert O'Neill, Associate Director, Content Fraud - Trust & Safety, Tripadvisor

As Associate Director of Content Fraud on the Trust & Safety team at Tripadvisor, Robert O'Neill oversees policy and procedure regarding fake reviews, fake listings, and other issues that all center on ensuring Tripadvisor is the best and most reliable source of information to help travelers make informed decisions.

Alan O'Regan, Operations Manager, Fraud & Security, Booking.com

Alan O'Regan is a Security Analytics & People Manager at Booking.com focusing on fraud, trust & safety, and verification topics, managing data analytics, operational excellence, and investigation teams. Alan is also an Executive Committee member at the Coalition for Trusted Reviews.

Garrett Olson, Head of Insurance and Enterprise Risk, 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, Garrett worked with the Executive Boards at Zurich Insurance Group, A.P. Møller - Mærsk and FLSmidth A/S in various strategy, risk and venture building roles.

Eduardo Pires, Director of Fraud Solutions, Incognia

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

Christian Plowman, Global Head - Wildlife Cybercrime, IFAW

Christian Plowman is Global Head - Wildlife Cybercrime at IFAW, where he leads the organisation's global response to wildlife trafficking online, including its EU Digital Services Act Trusted Flagger programme. A former police officer who spent years on covert investigations working undercover, and a year seconded to INTERPOL in Kenya, Christian brings an investigator's eye to the digital trade in protected species. His team combines OSINT, covert online engagement and platform partnerships to identify traffickers and disrupt the illegal wildlife trade, working with law enforcement, regulators and marketplaces worldwide. He is based in Edinburgh.

SPEAKER BIOGRAPHIES

Anna Pogreb, Product Manager, G2 Risk Solutions

Anna Pogreb (CFCS) is a product manager in G2RS. With over 15 years' experience in payments, platforms, compliance, and technology, she is fervently dedicated to fighting fraud with integrity and intellect, as well as restoring dignity to those most impacted by it on a global scale. Her ability to analyze risk is built on a lifetime of diverse experiences that have given her unique knowledge of cultures, languages, and tactics used by fraudsters.

Katia Potapov, VP of Membership Development, Tech Coalition

Katia Potapov is VP of Membership Development at the Tech Coalition. She brings decades of experience in strategic operations, member engagement, and business development, leading the Coalition's growth to strengthen industry collaboration against online child sexual exploitation and abuse (OCSEA).

Leanne Proctor, Senior Manager & Regulatory Lead, Online Responsibility Network

Leanne Proctor is an experienced regulatory manager with a demonstrated history of working in the communications, online harms and alternative dispute resolution (ADR) industries. Leanne's skills span regulatory compliance, business relationship management, knowledge management, customer service, coaching, change management and quality assurance, and Leanne holds a BA (Hons) in Politics from Newcastle University.

Jeff Sakasegawa, Trust & Safety Architect, Persona

Jeff Sakasegawa is Persona's Trust & Safety Architect, boasting over fifteen years of extensive experience in the Trust & Safety domain. With a rich professional background that spans renowned companies such as Google, Facebook, Square, and Sift, he has established himself as an authority in Risk Management and Compliance matters. Jeff's expertise is not only shaped by his role as a consultant and product evangelist at Persona but is also firmly rooted in his operational journey as an individual contributor, people manager, and functional lead.

Noor Salama, Director, Member Safety and Experience, Feeld

Noor Salama is the Director of Member Safety & Experience at Feeld, with more than 10 years of global experience across Feeld, Meta, and Microsoft. She specialises in building safer digital spaces for marginalized communities, scaling inclusive operations, and translating AI, regulatory, and user insights into effective product and organisational strategies. Noor has led multilingual safety and AI initiatives across complex global markets, with particular expertise in language-equitable AI, platform integrity, crisis response, and responsible innovation. She loves dogs and yoga.

James Smith, UK Head of Trust and Safety, Deloitte

James Smith is UK Head of Trust and Safety at Deloitte, helping organisations build digital trust across Trust & Safety, AI governance, wellbeing, digital regulation, compliance, risk and operations, and turning increasingly complex requirements into practical strategies. James sees trust as a defining competitive advantage: it is not simply about meeting regulatory obligations, but about better decisions, better response to issues, and better products that people choose to trust. Before joining Deloitte, James spent more than two decades leading operational, intelligence and transformation programmes across government, defence and the technology sector, experience that shapes the advice James gives to organisations facing complex decisions in an increasingly scrutinised digital world.

Supriya Subudhi, Staff Product Manager, Bumble

Staff PM with ~10 years of experience spanning engineering, fintech, ad-tech, and consumer tech — with hands-on technical roots as a software and data engineer at Microsoft. Build features at the scale of tens of millions of users, improving ecosystem health through data-driven product decisions. Shipped a Gen AI features covered by TechCrunch for Bumble that directly improved the north star metric.

SPEAKER BIOGRAPHIES

Emma Tullberg, Senior Associate, Seyfarth Shaw LLP

Emma advises employers on practical solutions to complex employment and industrial relations matters. Her experience spans global workforce challenges, entry into the Australian market, multijurisdictional policies, large-scale restructures and c-suite disciplinary matters. She began her career at Australia's national employment tribunal before joining Seyfarth Australia. Now located in Seyfarth's London office, she supports employers on European and international matters.

Carmen Valtierra de Luis, VP, Product, Tremau

Carmen Valtierra de Luis is VP of Product at Tremau. Trained as an architect, she started her Trust & Safety career on the front line, in customer service and as a content moderator. At Bodyguard, she helped build a hybrid detection and moderation technology combining NLP rules, machine learning and LLMs. At Tremau, she leads the development of Nima, the infrastructure for Trust & Safety operations, covering the full workflow from detection and investigations to review, enforcement and compliance. Her work focuses on how policy clarity and data quality make AI-driven moderation fair and accountable.

Cella Wardrop, Operations Associate, Wizz

Cella Wardrop is an Operations Associate at Wizz App, a social discovery app connecting more than 16 million young people through authentic, one-to-one conversations. She works across trust & safety, operational scaling and data-driven product optimization. Her trust & safety work includes managing moderation partnerships, running audits and transparency reporting, alongside building out processes and automation across user-facing channels. Before Wizz App, Cella worked with TASAdot, a social impact startup tackling drink spiking, and served as Director of Encode Canada, a non-profit focused on Gen Z for responsible AI. She holds a First Class Honours degree from McGill University.

Cannon Wheatcroft-Lee, Director, Marketplaces, Prove

Cannon Wheatcroft-Lee is the Director of Marketplaces at Prove. With extensive years of experience in the authentication space, she is leading the initiative to move beyond telephony and carrier-based verification. Cannon is dedicated to bringing companies' authentication experiences into the future—creating highly secure, frictionless journeys while reducing costs.

Ben Whitelaw, Founder, Everything in Moderation

Ben Whitelaw is a leading expert in content moderation. His work helps policymakers, practitioners, and everyday users navigate content, community, and safety. He is the founder and editor of Everything In Moderation, a publication exploring platform governance, regulation, and safety.

Sheryl Willson, Women and Girls Online Safety Lead, Ofcom

Sheryl is a Strategy Principal in Online Safety at Ofcom, where she leads on the strategy and programme oversight for Women and Girls' Online Safety. Sheryl has worked on the implementation of the Online Safety Act regime since its early policy development, holding a range of roles across policy, strategy, and implementation, and was previously part of Ofcom's Enforcement team. Before joining Ofcom in 2017, Sheryl worked in financial services regulation in various roles at the Financial Conduct Authority and Financial Ombudsman Service.

Steve Wilson, Head of Aon Accelerate, Aon

Steve joined Aon in 2019 after 15 years working in the M&A and technology sectors. Heading up Aon's scale-up programme, Accelerate, Steve works with many IP-rich businesses as they grow and develop across their life cycle, deploying global Aon solution lines as and when needed. His mantra is to make insurance and risk management a proactive enabler to revenue generation. Steve won the global "Aon Living Our Values" award in 2025 for his work delivering above and beyond for clients and developing the skill sets of Aon colleagues who work with technology and science-based businesses. Accelerate has also been recognised by the wider insurance sector, having been nominated for various insurance industry award programmes.

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