Marketplace Risk.

MARKETPLACE RISK

GLOBAL SUMMIT

LONDON
2023

Hosted by **LLOYD'S**   In partnership with **sharing economy** uk   **TURO**

WELCOME

Greetings!

Welcome to the 15th conference organized by Maketplace Risk! We are excited to have you join us at this huge milestone for the marketplace and digital platform ecosystem. For more than a decade, thousands of founders, leaders and experts from around the world have convened at our conferences and summits to learn, network and exchange information with their peers who share the same goal - protecting platforms and communities.

This year's Marketplace Risk Global Summit is the best and the biggest yet, and we thank you for being a part of it! Over the next few days, you will have the opportunity to attend 60 cutting-edge sessions delivered by more than 100 industry-leading speakers, including your peers who are generously sharing their experience and expertise for the benefit of the entire ecosystem. I want to thank all the speakers for giving their time and sharing their knowledge, experience and expertise for the benefit of the industry. You are truly what makes this the best conference for marketplaces and digital platforms.

I also want to thank all our amazing sponsors for their support of this event. Without our sponsors, we simply would not be able to propel the industry forward and contribute to its growth and success in major ways that we have. Together, we are all part of one of the most exciting times in the evolution of technology and platforms. And, we couldn't be more grateful to you!

Add a paragraph: Finally, I want to thank all of you, the attendees, for joining us at this year's event. Your participation adds to the conversation and is part of the building blocks of this rapidly growing and ever-evolving industry. We hope that you get a lot out of the next few days, and we look forward to your contributions as well!

If there is anything that we can do to help you, or if you want to get more involved, feel free to email me at jgottschalk@marketplacerisk.com. We are always looking to engage further with our community!

Best,

Jeremy Gottschalk | Founder, Marketplace Risk

Welcome!

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

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

Cheers!

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

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MONDAY 30 OCT

5:30 PM - 8:00 PM
Welcome Reception at Apollo HQ

7:30 PM - 9:00 PM
Advisory Board Dinner

TUESDAY 31 OCT

8:00 AM - 9:00 AM
Check In & Donuts sponsored by Azacus.io
Lloyd's of London

9:00 AM - 9:40 AM
Keynote: Managing Risk in the Dynamic World of Online Safety: Sharing Best Practices from Google T&S
Old Library

9:40 AM - 9:55 AM
Morning Coffee Break
Marble Foyer

9:55 AM - 10:40 AM
Fake Reviews & Transparency: UK, US & EU Regulatory Obligations
Tremau Room
Get Hacked: The Non-Technical Need-to-Know About Pentesting
Veriff Room
Creating Trust and Promoting Safety in Online Marketplaces
PEAK IDV Room

10:50 AM - 11:20 AM
The Next Generation Device Fingerprint (and Why You Need It)
Tremau Room
How AI Works and How Humans Can Shape It for Content Moderation
Veriff Room
International Sharing Economy Standards: Best Practices, New Development, and Opportunities
PEAK IDV Room

11:30 AM - 12:00 PM
How to Zero to One AI & ML in Trust & Safety
Tremau Room
Trust Unleashed: Turbocharging Onboarding and Taming Marketplace Mavericks
Veriff Room

Leveraging AI to Build Trust & Safety in Digital Ecosystems
PEAK IDV Room

12:10 PM - 12:40 PM
Content Moderation: Ensuring Transparency and Compliance
Tremau Room

12:10 PM - 12:50 PM
Rise of the Circular Marketplaces: Addressing Risks and Trust & Safety Issues
Veriff Room

12:10 PM - 12:45 PM
Understanding Cyber & Cloud Risks in Digital Marketplaces
PEAK IDV Room

12:30 PM - 1:30 PM
Networking Lunch
Marble Foyer

1:15 PM - 1:45 PM
How Gig Companies are Unlocking Profitable Growth with Telematics
Tremau Room
Navigating the Complex Web of Policies Using Large Language Models
Veriff Room
Micromobility: The Past, Present and Future...
PEAK IDV Room

1:55 PM - 2:25 PM
Delivering Safety in the Sharing Economy Through Effective Use of Data
Tremau Room
Rapid Reactions and Resilience: Navigating a Cybersecurity Incident
Veriff Room
The Ins and Outs of Industry Collaboration: Secrets, Safety and Success
PEAK IDV Room

2:35 PM - 3:05 PM
Global Marketplace Taxation Obligations and Tax Fraud Prevention
Tremau Room
The Possibilities of Pivoting
Veriff Room
Getting KYC & KYB Right: How Transport Exchange Group & Trustd Enabled Marketplace Payments & Finance
PEAK IDV Room

3:15 PM - 3:45 PM
Innovation, Intersectionality & Investment: The Future of Impact
Tremau Room
Lessons for Marketplaces in Transition From Web 2 to Web 3
Veriff Room
Fraud Prevention Strategies for the Whole Customer Journey
PEAK IDV Room

3:45 PM - 4:10 PM
Afternoon Coffee Break
Marble Foyer

4:10 PM - 4:50 PM
Online Safety Risk Assessments in Practice: Regulatory Expectations and Industry Approaches
Tremau Room
Building Online Trust in B2B Marketplaces
Veriff Room
The Power of Partnership: Collaboration, Best Practices and Risk Management
PEAK IDV Room

5:00 PM - 5:30 PM
Holistic Policy - Keeping Pace with Threat Actor Evolution and Breaking Trust & Safety Silos
Tremau Room
Verifying Gig Workers Globally: Challenges and New Techniques
Veriff Room
DEI: An Often Overlooked Pillar of Risk Mitigation
PEAK IDV Room

5:30 PM - 7:30 PM
Networking Reception
AON

7:30 PM - 9:30 PM
Nightcap hosted by Shared Advisory
Old Tom's Bar

SCHEDULE AT-A-GLANCE

WEDNESDAY 1 NOV

8:00 AM - 9:00 AM
Check In & Donuts sponsored by Azacus.io
Lloyd's of London

9:00 AM - 9:40 AM
Keynote: Security as an Enabler
Old Library

9:40 AM - 9:55 AM
Morning Coffee Break
Marble Foyer

9:55 AM - 10:40 AM
Climbing Mountain Impossible: Navigating the UK Rise-averse Insurance Landscape
Tremau Room
Security by Design: Cybersecurity from the Outset, How and Why to Do it?
Veriff Room
The Monetization Game: A Dive Into Platform Revenue Models
PEAK IDV Room

10:50 AM - 11:20 AM
AI and Marketplaces: Future Opportunities and Risks
Tremau Room
Solving the Fake Accounts Rubik's Cube
Veriff Room
PSD2 Regulations: What Does it Mean to Marketplaces and How Can You Protect Yourself?
PEAK IDV Room

11:30 AM - 12:00 PM
Major Forces Shaping the Trust & Safety Industry
Tremau Room
Scaling Trust and Safety Operations as the Marketplace Grows
Veriff Room
The Balancing Act: Risk Management vs. Business Facilitation
PEAK IDV Room

12:10 PM - 12:50 PM
Top Six Responsibilities & Risks for Online Marketplaces
Tremau Room

12:10 PM - 12:45 PM
From Zero to MVP: A Founder's Guide to Launching Your Marketplace Startup
Veriff Room

12:10 PM - 12:40 PM
Embedding Insurance in Platforms and Marketplaces: Opportunities, Challenges and Success Stories
PEAK IDV Room

12:30 PM - 1:30 PM
Networking Lunch
Marble Foyer

1:15 PM - 1:45 PM
Bootstrapped Marketplace Growth
Tremau Room
Will AI Take Your Job?
Veriff Room

Effective Enforcement and Education for Online Abuses
PEAK IDV Room

1:55 PM - 2:25 PM
Risk Management Issues & Strategies Unique to B2B Marketplaces
Tremau Room
Measuring the Efficacy of Trust & Safety Programs: Measuring Awareness & Outcomes
Veriff Room
Operating in a Post-Brexit World: Marketplace Considerations and Best Practices
PEAK IDV Room

2:35 PM - 3:05 PM
How to Efficiently Engage Workforces to Scale
Tremau Room
Combating Fraud in B2B Marketplaces
Veriff Room

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A new approach to Trust & Safety:

AI models, in your own words

One unified, AI-powered platform to prevent harmful content and abusive behavior on marketplaces.

Policy Violations

- Scams
- Violence
- Spam
- Drug Sales

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Illegal Goods Detection

Custom AI Models

Hate | Violence | Harassment | Sexual content | Spam
Drug sales | | | Sexual exploitation
Self harm & suicide | | | Scams

+ Create custom policy

Violence

Threats that could lead to death (and other forms of high-severity violence) and admission of past violence targeting people or places where threat is defined as any of the following:
- Statements of intent to commit high-severity violence. This includes content where a symbol represents the target and/or includes a visual of an armament or method to represent violence.

✓ Policies
Manage your policies in one place

✓ AI
Turn written policies into AI models

✓ Rules
Use your AI models in automated rules

✓ Manual Review
Feed moderator decisions back into your AI

✓ Measurement
Measure all of it of with granularity

✓ Compliance
Comply instantly with the DSA & OSB

Come hear us speak!

Humans and AI should work together to prevent abuse. It should be easy, so we made it easy.

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MONDAY

5:30 PM - 8:00 PM
Apollo HQ

Welcome Reception

Join fellow attendees at the Welcome Reception as we kick off the start of the 2023 Marketplace Risk Global Summit, hosted by Apollo Underwriting at their London headquarters. As the sun descends over the city skyline, we extend a warm invitation to join us at the Welcome Reception — a laid back networking reception with old friends and new. This first event will unite global thought leaders, innovators, operators and experts, all driven by a shared goal to explore, innovate, and shape the future of marketplaces and digital platforms.

TUESDAY

8:00 AM - 9:00 AM
Lloyd's of London

Check In & Donuts sponsored by Azacus.io

Check in early to enjoy coffee and donuts sponsored by Azacus.io. Be sure to arrive early at Lloyd's Main Reception to collect your name badge and enter through security.

KEYNOTE

9:00 AM - 9:40 AM
Old Library

Managing Risk in the Dynamic World of Online Safety: Sharing Best Practices from Google T&S |Amanda Storey, Managing Director, Trust & Safety, Google

Platform lifecycles move through early-stage product and revenue focus to cost efficiencies and scale concerns as they grow. A risk management or compliance focus often comes too late and without incorporating ex ante protocols and principles into the design phase, which may in turn prompt significant redesigns and feature overhauls. This keynote will walk through a mental model for how Google thinks about risk management in Trust & Safety from safety by design through incident management.

9:40 AM - 9:55 AM
Marble Foyer

Morning Coffee Break

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

SESSIONS

9:55 AM - 10:40 AM
Tremau Room

Fake Reviews & Transparency: UK, US & EU Regulatory Obligations|Curtis Boyd, Founder, The Transparency Company; Chris Downie, CEO & Co-Founder, Pasabi; Agne Kaarlep, Global Head of Policy and Advisory, Tremau; and Ylwa Rein, Global Public Policy Strategy & Advocacy Manager, Wolt

This session delves into the complex world of transparency and trust in the tech industry. It emphasizes the growing importance of transparency in global regulations, explores its challenges, and highlights the role of technology in enhancing it. The discussion also addresses the importance of authentic customer reviews in the age of generative AI. How properly implemented behavioral analysis and automation can assist in maintaining trust and transparency for enhanced consumer protections. How new US laws may impact UK/EU regulatory bodies and what impacts they will have on offending businesses.

9:55 AM - 10:40 AM
Veriff Room

Get Hacked: The Non-Technical Need-to-Know About Pentesting|Stephen Fusco, Senior Director of Legal Affairs and Data Privacy, HopSkipDrive; Nicola Gandy, Director, Azacus.io; and Gabriel Isserlis, Founder & CEO, Tutti

Join Tutti, HopSkipDrive and Azacus.io in a conversation about Pentesting for marketplace founders and product managers. This jargon-free journey through the process of being professionally hacked covers common reservations and myths, the most valuable outcomes and takeaways, and some big surprises along the way. You don't want to miss this inside look into the benefits of pentesting and the implications on your cybersecurity.

9:55 AM - 10:40 AM
PEAK iDV Room

Creating Trust and Promoting Safety in Online Marketplaces|Pedro Bennasar, Head of Payments, Vestiare Collective; and Emma Lindley, Managing Director, Caf.io

In many ways, the digital world has become one big marketplace. However, maintaining security in these marketplaces and ensuring everyone there is who they say they are can be difficult in such large, open environments. In this panel, industry experts share their knowledge and strategies for safeguarding user trust and creating a thriving marketplace ecosystem. In this session you will learn: (1) The latest in security and fraud in online marketplaces; (2) How attackers are compromising identity in marketplaces; (3) How to defend against all attacks regardless of how they're carried out.

10:50 AM - 11:20 AM
Tremau Room

The Next Generation Device Fingerprint (and Why You Need It)|Pedro Bennasar, Head of Payments, Vestiaire Collective; and André Ferraz, CEO & Co-Founder, Incognia

Over the past decade, device recognition solutions have played a major role in digital identity verification and fraud prevention. Unfortunately, due to a number of different factors, device fingerprinting technologies (device IDs) are not as effective as they used to be. Without the ability to reliably recognize returning devices, digital businesses are exposed to the numerous fraud attacks that are enabled by fake account creation or multi-accounting and account takeover. In this thought-provoking session, André Ferraz and his marketplace guests will discuss the shortcomings of legacy device fingerprinting solutions and the factors that have contributed to them. They will discuss this impact on marketplace businesses and explore the urgent need for a next-generation solution. Attendees will gain valuable insights into the factors restricting the efficacy of current solutions, what they should look for in a device recognition solution, and the innovations transforming device recognition and minimizing its downstream effects. In this session, attendees will learn: (1) What factors have contributed to the depreciation of existing device fingerprinting solutions; (2) The impact of underperforming device fingerprinting solutions on effective fraud prevention; and (3) Innovative solutions, like Location Fingerprint, and how it may be the key to the next generation of device recognition solutions.

10:50 AM - 11:20 AM
Veriff Room

How AI Works and How Humans Can Shape It for Content Moderation|Michael Dworsky, Co-Founder & CEO, Cove; and Jan Eissfeldt, Director, Global Head of Trust & Safety, Wikimedia Foundation Inc.

With the safety risks of recent astounding advancements in AI, platforms must ready themselves for new threats. We know bad actors will weaponize AI to spread abuse and toxicity, but AI also presents an opportunity for trust & safety teams to use this new technology to their advantage. It can be intimidating for trust & safety teams to figure out how to best leverage AI, particularly when those teams are increasingly strapped for engineering resources. This session will be a crash course on how AI actually works under the hood, how trust & safety teams can best utilize it, and how non-technical teams can guide and adjust it - without code - to solve the right problems.

10:50 AM - 11:20 AM
PEAK IDV Room

International Sharing Economy Standards: Best Practices, New Development, and Opportunities|Tomoyuki Endo, Director of Standards and Conformity Assessment, Japan External Trade Organization (JETRO), Geneva Office; and Masaaki Mochimaru, Director of Human Augmentation Research Center, The National Institute of Advanced Industrial Science and Technology

ISO recently published an international standards Sharing Economy standards document for digital platforms to encourage growth through acceptable, trustworthy operations. Led by the "New Projects Group" and international sharing economy standards chairman (ISO TC 324), Dr. Mochimaru, and secretary Tomoyuki Endo, this interactive presentation will offer best practices from various countries, new developments, projects, and opportunities with sharing economy standards.

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11:30 AM - 12:00 PM
Tremau Room

How to Zero to One AI & ML in Trust & Safety|Chad Dennis, Manager, Trust & Safety Strategy, DoorDash; Michael Lin, Co-Founder, Intrinsic; and Lear Wang, Engineering Manager, DoorDash

Join Michael Lin from Intrinsic, Chad Dennis, and Lear Wang from DoorDash in a panel discussion that reveals the behind-the-scenes engineering journey of AI & ML in trust & safety. Uncover how DoorDash developed and implemented their first trust & safety ML model from the ground up, with real-world learnings disrupting massive scams and fraud rings for one of the world's largest marketplaces. Gain insights into the best practices for trust & safety leaders to foster collaboration between operations and engineering teams, ensuring optimal protection against marketplace abuse.

11:30 AM - 12:00 PM
Veriff Room

Trust Unleashed: Turbocharging Onboarding and Taming Marketplace Mavericks
Chris Hooper, Global Head of Content, Veriff; Ed Lovelock, Global Product Marketing Manager, Starship Technologies; and Daniel Severin, Head of Insurance, Bolt

In the fast-paced world of online marketplaces, establishing trust and safety while streamlining user onboarding presents significant challenges. Ensuring the legitimacy of users is a continuous struggle against fraudulent activities, false identities, and unreliable products. Striving for a harmonious equilibrium between robust identity verification and frictionless onboarding is crucial. Overcoming these challenges is essential to fostering a secure marketplace ecosystem, where users can confidently engage, transactions are safeguarded, and authentic connections flourish. In this session we will discuss the benefits of age verification and estimation and identity verification.

11:30 AM - 12:00 PM
PEAK IDV Room

Leveraging AI to Build Trust & Safety in Digital Ecosystems|Claire Galbois-Alcaix, Senior Director Field Marketing, Jumio;

During this session, you will learn how to leverage the latest AI-powered technologies to establish the real-world identity of online users, increase customer conversions, and provide a seamless customer experience whilst reducing fraud. The presenters will review best practices to help: (1) Stop and deter fraud for all new account onboarding; (2) Ensure you know the true identity of the person on the other end of every transaction; (3) Recognise and exclude forged, counterfeit or camouflaged ID documents; and (4) Dramatically reduce abandonment rates & user frustration.

12:10 PM - 12:40 PM
Tremau Room

Content Moderation: Ensuring Transparency and Compliance|Louis-Victor de Franssu, CEO, Tremau; Simon Ellington, Co-Founder, Ko-fi; Elisa Morillo, Policy Specialist, Wallapop; and Jean-Sébastien Mariez, Founding Partner, Momentum Avocats

The fast-changing regulatory environment will significantly impact online marketplaces by introducing new rules for a safe and fair online environment. In fact, regulations such as the Digital Services Act and the Online Safety Bill imposes a host of obligations for marketplaces, from requiring the swift removal of illegal goods and content to providing more transparency in product/service rankings and recommendations. The complexity and novelty of the process first legislation will pose a compliance challenge. Without many established benchmarks of what constitutes compliant interface design and how exactly to comply with transparency obligations both around removal obligations and around recommender algorithms will make compliance a rocky road full of best guesses on what meets the bar of compliance. With the DSA setting out an effective enforcement mechanism with extensive powers for both national regulators and the European Commission, itself, non-compliance may swiftly lead to hefty fines. The objective of the panel is to discuss what marketplaces can do to anticipate the operational implications of the new obligations and share insights from trust & safety professionals and marketplace product managers.

12:10 PM - 12:50 PM
Veriff Room

Rise of the Circular Marketplaces: Addressing Risks and Trust & Safety Issues

Jahangez Chaudhery, Class Leader, Accident & Health & ibott 1971 Underwriter, Apollo ibott 1971; Peter Evans, Chief Strategy Officer, McFadyen Digital; Ed Grimston, CEO, Altelium; and Christian van Maaren, CEO, Excess Materials Exchange

Circular marketplaces are growing in importance as a means to achieve sustainability and material security goals. By extending product lifecycles through reuse, repair, and remanufacturing, circular marketplaces reduce waste and the need for new resource extraction. Realizing the full potential of these marketplaces requires the development of new enabling technologies and specialized services. These include tracing technologies to track an item's circularity, reverse logistics to manage product returns, and insurance to cover liability risks. This panel will explore the role of technological and financial innovations in scaling circular marketplaces to maximize their impact on transitioning to a circular economy. Key topics will include integrating tracing technology into marketplaces, building out reverse logistics capabilities, designing circular economy insurance products, and identifying other critical services needed to support the growth of this emergent model.

12:10 PM - 12:45 PM
PEAK IDV Room

Understanding Cyber & Cloud Risks in Digital Marketplaces | Ori Cohen, COO & Co-Founder, Parametrix; Vince McCarthy, President, Measured Analytics and Insurance; Tony Richards, Security Leader - Office of the CISO, Google; and Angelica Ronga, VP, Underwriting - Tech and Cyber, Canopius

Businesses worldwide are increasingly reliant on the cloud for their day-to-day functionality. It also presents an enormous business risk, since cloud provision fails with relative frequency, leaving businesses standing still for hours. And, marketplaces are especially sensitive to technological disruption - they grow and compete in fiercely competitive markets, relying heavily on their strong and loyal customer base. Unexpected downtime can take them offline and trigger a wave of failed connections. Customers are unable to buy, distribution partners unable to receive orders, and independent contractors completely out of the loop - sending them directly into the arms of a competing platform. This risk must be managed. A proactive approach to mitigation, management, and transfer of cloud outage risk should then be adopted, built on a foundation of objective and consistent measurement of the performance of specific leading cloud providers. During this informational session Parametrix alongside Canopius Cyber and Measured Insurance will explain how the cloud works, present an assessment of the business impact of past and future disruptions on the marketplace sector among the three major cloud providers (AWS, GCP, and MS Azure), and provide insights into potential business continuity strategies to change the way clients think about risk transfer.

12:30 PM - 1:30 PM
Marble Foyer

Networking Lunch

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

1:15 PM - 1:45 PM
Tremau Room

How Gig Companies are Unlocking Profitable Growth with Telematics | Brendan Bellefeuille, Sr. Director of Sales, Cambridge Mobile Telematics; and Abhi Butchibabu, Senior Director of Product Management, Cambridge Mobile Telematics

Gig companies are facing mounting growth challenges in Europe. Crash-related costs are up. Pressure to improve driver safety is increasing. Environmental regulations are coming. How can they continue to grow while getting costs under control? Many gig companies are using telematics as their secret weapon for profitable growth. It's helping them make drivers safer, prevent crashes before they happen, and lower crash-related costs. Telematics is also helping them measure their carbon footprint and reduce emissions with driver coaching. In this session, telematics experts Abhi Butchibabu and Brendan Bellefeuille will talk about how gig companies are leveraging telematics to overcome the growing challenges they face in the European market.

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1:15 PM - 1:45 PM
Veriff Room

Navigating the Complex Web of Policies Using Large Language Models|Jan Eissfeldt, Director, Global Head of Trust & Safety, Wikimedia Foundation Inc; and Karine Mellata, CEO, Intrinsic

The panel will discuss how the latest technology advancements are reshaping trust and safety in online marketplaces. The discussion will explore the intricacies of policy enforcement through manual and automated means, the integration of state-of-the-art technologies like LLMs, and the crucial role of quality assurance and feedback in refining these systems. The panel aims to shed light on the synergy between emerging technology and policy, and the impact on the future of trust & safety.

1:15 PM - 1:45 PM
PEAK IDV Room

Micromobility: The Past, Present and Future...|Jahangez Chaudhery, Class Leader, Accident & Health & ibott 1971 Underwriter, Apollo ibott 1971; Flavia De Mattia, Head of Risk & Insurance Analytics, Lime; Daniel Severin, Head of Insurance, Bolt; and William Sired, Broker, Aon

This session will discuss what operators and the insurance marketplace have learned as micromobility operators continue to grow their footprint in cities across the UK & Europe. It will also focus on the challenges that operators face at present and in the future, and how they continue to collaborate with their risk partners externally via data and insurance to ensure that their riders and the public continue to be safe.

1:55 PM - 2:25 PM
Tremau Room

Delivering Safety in the Sharing Economy Through Effective Use of Data|Xander Fritz, Director, Risk & Insurance, DoorDash; Jack Perkins, ibott Underwriter, Apollo; and Trevor Smith, SVP, Sharing Economy + Mobility Casualty Leader, Marsh

In this session, presenters will explore how data-driven strategies enable platforms and insurers to establish new standards of trust and safety in the sharing economy. Join these panellists as they uncover how delivery platforms and insurers harness richer data to continually improve standards and learn about the vital role of strategic data collection and partnerships in fostering a reliable ecosystem.

1:55 PM - 2:25 PM
Veriff Room

Rapid Reactions and Resilience: Navigating a Cybersecurity Incident|Stephen Fusco, Senior Director of Legal Affairs and Data Privacy, HopSkipDrive; Jack Rozier, Senior Director, Cybersecurity & Data Privacy Communications, FTI Consulting; and Holly Waszak, Senior Cyber Incident Management Specialist, Marsh

In an increasingly interconnected world, the inevitability of cybersecurity incidents demands a comprehensive and collaborative response strategy. This session brings together legal advisors, cyber insurance specialists and communication experts to explore the vital facets of responding to cyber threats. Delve into real-world case scenarios that highlight the critical moments when a swift and organized response can mitigate potential damage and ensure business continuity. Through interactive discussions, participants will discover the benefits of cross-functional coordination in crafting an effective incident response plan. By attending this session, you will leave equipped with a holistic understanding of cybersecurity incident response, ready to foster a culture of readiness and resilience within your organization.

1:55 PM - 2:25 PM
PEAK IDV Room

The Ins and Outs of Industry Collaboration: Secrets, Safety and Success | Orly Natan Salsberg, Head of Strategic Business, Identiq; Chanell Daniels, Responsible AI Manager, Digital Catapult; Vincent Courson, Trust & Safety Partnerships Manager, Google; and Ian Hulme, Head of Trust and Safety, Socrates

Today, online platforms of all types are actively developing safety measures. As threats, policy abuse, fraud, and illicit activities rapidly increase in numbers and sophistication online, companies are individually taking measures to protect their users and businesses. We see risks, fraud, and trust & safety teams expanding to overcome new-age safety challenges. And they are constantly improving. However, these companies are operating independently. While knowledge sharing is improving, those working the hardest to make the internet safer miss opportunities to share critical information on user safety. This talk brings together industry experts to explore areas where collaboration, even between competitors, can flourish. Panelists will discuss safe information sharing on topics such as Threat Tactics and Procedures (TTPs), identified harmful actors, effective tools, and more.

2:35 PM - 3:05 PM
Tremau Room

Global Marketplace Taxation Obligations and Tax Fraud Prevention | Alexander Kobakhidze, Director of Tax Technology, Fonoa Technologies Inc; and Florian Jensen, Chief Risk Officer, Scalapay

This session will delve into the world of tax global tax obligations and tax fraud, exploring the role of tax master data in two key aspects:1) End consumer tax fraud; and 2) platform seller tax fraud. Discover practical strategies to combat these issues and protect your marketplace from financial harm.

2:35 PM - 3:05 PM
Veriff Room

The Possibilities of Pivoting | Erefa Coker, Founder, IMÒ INTERNS; Meera Mawkin, Founder, OutOut; and Jess Potter, Co-Founder, Used and Loved

During this session, startup founders will share surprising stories of how some well-known businesses began, and what pivots they took along the way to who they are now. They will explore how it can be hard to admit a pivot is required (having to tell people the old idea they backed you for isn't going to work) and what a pivot actually looks like - what steps you need to take and when it can look like starting from scratch (e.g. new market research/validation/forecasting). They will discuss what happens if you realise your previous business model isn't going to work and what to look out for (e.g. regulations that you didn't need to consider before). Finally, attendees will leave understanding the strength pivoting can give your business, as the learnings taken from the first version give you unrivalled insights.

2:35 PM - 3:05 PM
PEAK IDV Room

Getting KYC & KYB Right: How Transport Exchange Group & Trustd Enabled Marketplace Payments & Finance | Lyall Cresswell, Founder & CEO, Transport Exchange Group & Trustd; and Steve Craig, Founder & Chief Enablement Officer, PEAK IDV

Bringing finance and payments to a platform is one of the most interesting but also the most challenging areas for B2B marketplaces. As regulated activities, they are complex to navigate and require a unique blend of technical and commercial skills as well as a deep understanding of the regulations involved. Come and learn how TEG overcame the many challenges it faced over the course of its multi-year journey to take its 8,500+ member businesses through the KYC & KYB process. The panel will be discussing everything from evaluating payment rails providers and digital identity to technical, regulatory, commercial, and risk analysis.

3:15 PM - 3:45 PM
Tremau Room

Innovation, Intersectionality & Investment: The Future of Impact | Christian Tooley, Venture Expert / CEO, Bain & Co / i³ investing

This session will cover how innovation, investment, & intersectionality intertwine to create impact, including the rise in sustainability innovations (not just the E - but the S and G too), and why ESG is complex and not as clear-cut as marketed.

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3:15 PM - 3:45 PM
Veriff Room

Lessons for Marketplaces in Transition From Web 2 to Web 3 | Zufi Deo, Co-Founder, BizGees Ltd; and Iqbal Gandham, Crypto / Web 3 Investor; Iqbal Gandham, Crypto/ Web 3 Investor; and Lex Sokolin, Managing Partner, Generative Ventures

This session will discuss the key issues to look out for as marketplaces transition from Web 2 to Web 3 in Risk, Trust & Safety (T&S), and Compliance. This panel will knowledge share their own experiences of building and running Web 2 and Web 3 marketplaces. Their own lessons from the perspectives of risk, T&S, and compliance.

3:15 PM - 3:45 PM
PEAK IDV Room

Fraud Prevention Strategies for the Whole Customer Journey | Brittany Allen, Trust and Safety Architect, Sift; and Ben Smith, Senior Manager, Turo

Sift's Brittany Allen and Turo's Ben Smith will provide a transparent and in-depth look at how marketplaces can effectively unite their fraud and security teams to address both new threats and tried and true fraudster tactics. Through real use cases from two-sided marketplaces, plus examples of criminal chatter from the deep and dark web, attendees will leave with clear takeaways to improve their own team's fraud prevention processes, and a better grasp of the inner workings of the most prevalent and emerging types of fraud.

3:45 PM - 4:10 PM
Marble Foyer

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

4:10 PM - 4:50 PM
Tremau Room

Online Safety Risk Assessments in Practice: Regulatory Expectations and Industry Approaches | Agne Kaarlep, Global Head of Policy and Advisory, Tremau; Silvia Fukuoka, Risk Policy Principal, Online Safety, Ofcom; Domonique Rai-Varming, Director of Policy & Disputes, Trustpilot; and Hannah Shimko, CEO, Online Dating Association

A range of services will be considering how to comply with the Online Safety Bill (OSB) regime in the UK and the Digital Services Act (DSA) in the EU. While the regimes are distinct and apply in different regions, they both require carrying out risk assessments to keep users safe through adequate systems and processes. They also share related expectations for services to address illegal content, issue transparency reports, offer user redress solutions, and take additional steps to protect children. This session will explore how regulators are considering their approach to online safety risk assessments when the new regulations come into force, the experience of how online dating services in the UK are thinking of meeting related but different sets of regulatory requirements, and the practical learnings from services that are already carrying out and reporting on risk assessments to meet the DSA.

4:10 PM - 4:50 PM
Veriff Room

Building Online Trust in B2B Marketplaces | Quentin Debavelaere, GM UK, Benelux, Nordics, Middle East, Malt; Fahad Khan, CEO, Creoate; Tom Lamb, Head of UK, Aria; and Ollie Morley-Fletcher, CEO and Co-Founder, FruPro

Building trust online is HARD. Old-school industries take time and persuading them to change their ways while removing the personal connection and replacing the relationship based selling one of the toughest challenges for B2B marketplaces. The panel will examine the different ways to create buying experience digitally that either mirrors the offline process or creates a totally different process to create B2B trust online. The different marketplace types (services, homogenous goods, perishable goods) have their own challenges and will share how they have overcome this to provide certainty to both sides of the transaction

4:10 PM - 4:50 PM
PEAK IDV Room

The Power of Partnership: Collaboration, Best Practices, and Risk Management | Collin Kurre, Technology Policy Principal, Ofcom; Kathleen Stewart, Public Policy Manager, Content Regulation, Meta; David Sullivan, Executive Director, Digital Trust & Safety Partnership; and Richard Wingfield, Director, Technology and Human Rights, BSR

In digital ecosystems and other complex risk environments, multistakeholder collaboration can lead to more effective risk management. This session will focus on how collaboration across industry, the public sector, and civil society can help articulate and promote best practices for trust and safety, with a focus on effective risk assessment. By attending this session, participants will get a sense of how collaboration has supported the development of common best practices across companies with different products, services and market maturity. It will also shed light on how organizations can operationalize commitments to trust and safety through digital safety risk assessments and other practical tools.

5:00 PM - 5:30 PM
Tremau Room

Holistic Policy - Keeping Pace with Threat Actor Evolution and Breaking Trust and Safety Silos | Sam Traynor, Policy Lead, Trust and Safety, Meta

Building trust online is HARD. Old-school industries take time and persuading them to change their ways while removing the personal connection and replacing the relationship based selling one of the toughest challenges for B2B marketplaces. The panel will examine the different ways to create buying experience digitally that either mirrors the offline process or creates a totally different process to create B2B trust online. The different marketplace types (services, homogenous goods, perishable goods) have their own challenges and will share how they have overcome this to provide certainty to both sides of the transaction.

5:00 PM - 5:30 PM
Veriff Room

Verifying Gig Workers Globally: Challenges and New Techniques | Noam Izhaki, CEO, Ballerine; and Masha Cilliers, Principal Consultant, NED, Board Advisor, Payment Options Ltd

As the gig economy continues to expand, online marketplaces face increasing challenges in verifying the authenticity of sellers and freelancers. Traditional vetting methods are no longer sufficient, necessitating the adoption of innovative, technology-driven solutions. This talk will delve into the contemporary challenges associated with authentication, explore a range of verification methods specifically tailored to marketplace use cases, and discuss risk mitigation strategies designed for today's digital freelance landscape. This session will cover: (1) The gig economy's rise and its verification challenges; (2) Modern verification solutions and techniques; and (3) Do's and dont's: real-world lessons.

5:00 PM - 5:30 PM
PEAK IDV Room

DEI: An Often Overlooked Pillar of Risk Mitigation | Darshini Santhanam, Head of Scaled Learning, Google Cloud, Google; and Carl Tanner, Global Head of Learning Partnerships, Google

The session will focus on DEI as an often overlooked pillar of risk mitigation and touch on key points/takeaways such as: (1) Non-traditional pathways to tech; (2) The important role employee resource groups play in fostering inclusion and belonging; and (3) Building diverse teams and inclusive products.

5:30 PM - 7:30 PM
Aon

Networking Reception

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

7:30 PM - 9:30 PM
Old Tom's Bar

Nightcap hosted by Shared Advisory

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

WEDNESDAY

8:00 AM - 9:00 AM
Lloyd's of London

Check In & Donuts sponsored by Azacus.io
Check in early to enjoy coffee and donuts sponsored by Azacus.io. Be sure to arrive early at Lloyd's Main Reception to collect your name badge and enter through security.

KEYNOTE

9:00 AM - 9:40 AM
Old Library

Keynote: Security as an Enabler|Tomi Tuominen, VP of Security, Wolt
Often seen as a strict guard, security in the digital world actually plays a surprising role as a helper, not a hinderer, to creativity and growth. By keeping things safe, security invites more freedom to explore and invent, making it an unexpected friend of innovation. This narrative showcases security's role in a friendly light, promoting trust and collaboration in the digital realm.

9:40 AM - 9:55 AM
Marble Foyer

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

SESSIONS

9:55 AM - 10:40 AM
Tremau Room

Climbing Mountain Impossible: Navigating the UK Rise-averse Insurance Landscape| Xavier Collins, Vice President, UK, Turo
Turo is the world's largest car sharing marketplace where guests can book any car they want from a vibrant community of trusted hosts. We unlock peer-to-peer car sharing through managing risk throughout our platform, creating a seamless and simple way to connect hosts and guests. This talk will explore how we have negotiated insurance protection in the UK, and how we use data to deliver safe experiences through verification funnels and our own Turo Risk Score system.

9:55 AM - 10:40 AM
Veriff Room

Security by Design: Cybersecurity from the Outset, How and Why to Do it?
|Adetokunbo Daramola, Researcher, Said Business School, University of Oxford; Aurelija Plėtienė, Director of Engineering, Vinted; Tomi Tuominen, VP of Security, Wolt; and Florian Ploghaus, Strategy Manager, Finlex
During this session presenters will explore four key aspects crucial for security by design: establishing a foundation, detecting and monitoring of vulnerabilities, and fostering a cybersecurity-focused culture with compliance. These elements are essential for building and maintaining resilient digital systems.

9:55 AM - 10:40 AM
PEAK IDV Room

The Monetization Game: A Dive Into Platform Revenue Models|Kim Bingham, Founder & CEO, Mostrodarte; Vikas Malhotra, Founder & CEO, iwi.earth; and Aleksandar Orlić, CEO, randevu.tech
In this presentation, a wide variety of different platform revenue models will be explored. Each model is accompanied with an example, as used by some of the most successful digital platforms out there. This is followed by even more real-world cases, including hybrid ones, presented by several marketplace owners.

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10:50 AM - 11:20 AM
Tremau Room

AI and Marketplaces: Future Opportunities and Risks|Peter Evans, Chief Strategy Officer, McFadyen Digital; Theos Evgeniou, Chief Innovation Officer, Tremau; Carlo Scaglia, CEO & Founder, Exordi

From launch to adoption: how are AI tools maturing and what can they deliver? Generative AI tools are now proliferating the market at a steady pace turning the tide from curiosity to practicality. This session will be covering which processes are worthwhile assigning to Generative AI tools, how to adopt and implement them efficiently while being careful of their pitfalls and dangers. The panel will also focus on the dangers of unequal adoption of AI and how platform orchestrators, sellers, buyers, and third-party AI providers must find the right allocation to optimise task distribution.

10:50 AM - 11:20 AM
Veriff Room

Solving the Fake Accounts Rubik's Cube|Chris Downie, CEO & Co-Founder, Pasabi; Anoop Joshi, VP, Trust & Safety, Trustpilot; and Chayeeta Sarkar, Director Client Success - Trust & Safety, IntouchCX

Fake accounts are like a multifaceted Rubik's Cube. At first glance, they appear to be one puzzle but the deeper you look the more challenges they reveal. From fake listings to fake reviews and counterfeits, fake accounts are behind much bad actor behavior online. You solve the Rubik's Cube, you solve the series of use cases! This session addresses solving this challenge from three collaborative perspectives - technology, process, and people. You'll learn how to: (1) Build the case for fake account detection in a high-growth business; (2) Choose the right technology and partners; and (3) Take effective action to protect your users and reputation.

10:50 AM - 11:20 AM
PEAK IDV Room

PSD2 Regulations: What Does it Mean to Marketplaces and How Can You Protect Yourself?|Sadra Hosseini, CEO, Ryft; and Chloe Smith, CEO, Tuft

Marketplaces are coming under an increasing amount of regulatory pressure. This session will discuss what the new PSD2 regulations mean for marketplacaxes, how can they protect their businesses from regulators, what are the options when it comes to payments in terms of increasing efficiencies and reducing overheads.

11:30 AM - 12:00 PM
Tremau Room

Major Forces Shaping the Trust & Safety Industry|Jan Eissfeldt, Director, Global Head of Trust & Safety, Wikimedia Foundation Inc; and Tad Mielnicki, Co-Founder, Overwatch Data

Trust & safety is increasingly becoming a multi-dimensional balancing act impacting business models: new regulatory models, technological change, rising interest rates, and increasing jurisdictional fragmentation running up against a push to universalize policies. This session will explore how to wrangle all of these variables while still getting on with business.

11:30 AM - 12:00 PM
Veriff Room

Scaling Trust and Safety Operations as the Marketplace Grows|Heather Grunkemeier, Founder / CEO, Twinkle LLC; and Aurelija Plėtienė, Director of Engineering, Vinted

This session will share what the growth of trust & safety within an organization looks like in line with the growth of a marketplace. Specifically, this session will cover: (1) Effective and evolving team setup; (2) Balancing engineering and data; and (3) Types and change in magnitude of scam appearing on the marketplace when it grows.

11:30 AM - 12:00 PM
PEAK IDV Room

The Balancing Act: Risk Management vs. Business Facilitation|Val Byrne, Director - Commercial Legal, DoorDash; Adrien Lebegue, Managing Director - Europe, ZA Tech; Patricio Roffo, Global Head of Risk & Compliance, TIER Mobility; and Phillip Watkins, Consultant in Risk and Insurance, Shared Advisory

Economic pressure is rising, in-house risk and compliance teams, equally, are under extreme amounts of pressure to enable the company to pursue new endeavours, deploy new business verticals or even investigate new areas. For compliance and risk teams it can often feel like a precarious balancing act between managing risk and not being seen as the department of red tape. This session will explore just that - how to balance risk management along with business operations and growth.

12:10 PM - 12:50 PM
Tremau Room

Top Six Responsibilities & Risks for Online Marketplaces|Nicola Gandy, Director, Azacus.io; Steve Craig, Founder & Chief Enablement Officer, PEAK IDV; Alex Kroeger, Attorney, Larson King; and Anoop Joshi, VP, Trust & Safety, Trustpilot

This session will cover top responsibilities and risks for marketplaces, including: (1) Privacy Rights & Regulations: adhering to user rights while also keeping up with regulations around the world, we could also talk about data leaks here and value of protecting privacy; (2) Identity fraud: common types and how to stop it; (3) Transparency: starting from within the organization and into marketing; (4) Clear Terms of Use (related to the above); (5) Cyber Security: Assessing, embedding – common pitfalls for founders starting out; and (6) Control: the need to balance control over users without doing too much to create liability.

12:10 PM - 12:45 PM
Veriff Room

From Zero to MVP: A Founder's Guide to Launching Your Marketplace Startup|Umut Delil, CTO & Co-Founder, TheHIVE & StartX; and Gabriel Isserlis, Founder & CEO, Tutti

Join this session to learn first-hand from founders: (1) How to turn your idea into a fully developed MVP, covering everything from planning and feature definition to wireframing, UX/UI design, prototyping, and launch; (2) How to develop your MVP: Developing on your own vs. friends & colleagues vs. hiring freelancer(s) vs. agency vs…; (3) How to choose technology stack, development approach (in-house vs outsourcing), the right tools for design and development, choose hosting, and third-party APIs; (4) Identify common mistakes in startup MVP development and learn how to avoid them; (5) Develop an MVP on a low budget by utilizing cost-effective development methods and tools; (6) How to find the right technical co-founder to start your startup with; (7) How to successfully launch your MVP. As a first-time founder, you will learn how to develop your MVP effectively!

12:10 PM - 12:40 PM
PEAK IDV Room

Embedding Insurance in Platforms and Marketplaces: Opportunities, Challenges and Success Stories|Daisy Dong, Head of Product, Europe & Interim Group Head of Pricing, bolttech; Yuri Poletto, Director, Open and Embedded Insurance Observatory; Garrett Olson, Head of Insurance & Risk, Wolt; and Vijay Vaswani, MIC Global Syndicate 5183

Platforms and marketplaces represent a new frontier for insurance, and insurers can leverage on this opportunity by adopting the principles of embedded insurance. Platforms/marketplaces & insurance is a win-win game and insurance contributes to create trust between users and orchestrators of the platform/marketplace, and drives platform use and retention. Platforms and marketplaces represent a tremendous growth opportunity for insurance, thanks to their big and often verticalized customer base. In this panel, four experts of platforms, marketplaces and embedded insurance, that also through case histories, will drive you through the business logics of insurance, platforms and marketplaces, what opportunities and challenges exist in collaborating, and how those businesses can create a new value proposition in the benefit of the end users.

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MRGS Speaker Session
Solving the Fake Accounts Rubik's Cube

Come along to hear Pasabi, InTouchCX & Trustpilot talk about the multifaceted challenges fake accounts present and how to solve them.

Fake account detection

Fake review detection

Fake listings detection

Scam detection

Spam detection

pasabi

12:30 PM - 1:30 PM

Marble Foyer

Networking Lunch

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

12:45 PM - 1:10 PM

PEAK IDV Room

International Sharing Economy Standards: Best Practices, New Development, and Opportunities|Tomoyuki Endo, Director of Standards and Conformity Assessment, Japan External Trade Organization (JETRO), Geneva Office; and Masaaki Mochimaru, Director of Human Augmentation Research Center, The National Institute of Advanced Industrial Science and Technology

ISO recently published an international standards Sharing Economy standards document for digital platforms to encourage growth through acceptable, trustworthy operations. Led by the "New Projects Group" and international sharing economy standards chairman (ISO TC 324), Dr. Mochimaru, and secretary Tomoyuki Endo, this interactive presentation will offer best practices from various countries, new developments, projects, and opportunities with sharing economy standards. Current ISO Sharing Economy leadership include innovation experts from Japan, China, the US, Canada, Malaysia, UK and the EU among many others.

1:15 PM - 1:45 PM

Tremau Room

Crowdfunding for Marketplaces|Gabriel Isserlis, Founder & CEO, Tutti; Thomas Scholte, Co-Founder, SOUS; John Sewell, CEO, Cosimo

This session aims to provide an honest overview of the crowdfunding experience, from those who have been through it. Highlighting the many benefits, and also providing insight as to best practices and other things to consider before embarking on the process.

1:15 PM - 1:45 PM

Veriff Room

Will AI Take Your Job?|Matt Burney, Senior Strategic Advisor, Indeed

Based on hours of conversations with hundreds of employers Matt will share what AI really looks like, how it affects candidates, employers and society as a whole. Matt will also explain where he sees AI Risk, why authenticity is important, what jobs are at risk currently, and what can we do to ensure we humanise the world of work while also implementing and delivering AI based solutions.

Attendees will learn: (1) Why we need to focus on the human; (2) Why this is all nothing new, it's just more accessible; (3) What you can do today to implement AI; and (4) How you can save time and money whilst also mitigating risk.

1:15 PM - 1:45 PM

PEAK IDV Room

Effective Enforcement and Education for Online Abuses|Jake Kennedy, Actor & Behavioural Policy Head, EMEA, Meta; and Younghee Jung, User Experience Researcher, Meta

Online platforms are increasingly confronted with adversarial actors seeking to exploit them for financial gain or to promote harmful, inflammatory content. Online marketplaces must stay ahead of these actors through thoughtful and effective enforcement systems that balance appropriate penalties for bad actors and opportunities for remediation and education of their platform rules. Developing your platform's own severity of harm taxonomy is often a necessary precursor to proportionate and fair enforcement, with recourse systems to help calibrate your risk tolerance and to spot-check where you may have loopholes or unduly restricting user voice and/or spend. This session aims to share learnings on user perceptions of fairness, transparency and efficacy of enforcement policies as key drivers of platform trust and legitimacy. We'll also discuss how to build an enforcement system that best balances human review and automation (AI), and the limitations of each.

1:55 PM - 2:25 PM
Tremau Room

Risk Management Issues & Strategies Unique to B2B Marketplaces|Noam Izhaki, CEO, Ballerine; and Masha Cilliers, Payment Options Ltd

Risk Management Issues & Strategies Unique to B2B Marketplaces
Abstract: B2B marketplaces are the new frontier for marketplaces - there are entire industries that are ripe for disruption, making the opportunities nearly endless. But, with opportunities, come different risk management issues and challenges, as well as the need for a different playbook of strategies. During this session, the presenters will explore risks unique to B2B marketplaces and how to approach those risks with unique strategies.

1:55 PM - 2:25 PM
Veriff Room

Measuring the Efficacy of Trust & Safety Programs: Measuring Awareness & Outcomes|Heather Grunkemeier, Founder & CEO, Twinkle LLC; Camilla Hegarty, SVP Trust & Safety Practice Lead and Business Development, Teleperformance; and Nile Johnson, Senior Director, Applied Trust & Safety, Institute for Security and Technology

This session will share methods for measuring efficacy of policy work when it comes to increasing both safety and trust with the following in mind: (1) Quantitative and qualitative metrics to measure success; (2) Partnering with marketing and product to drive awareness; and (3) Leveraging insights from front-line operational team.

UPCOMING CONFERENCES

EMEA SUMMIT - DUBLIN - APRIL 2024

TRUSTCON - SAN FRANCISCO - JULY 2024

APAC SUMMIT - SINGAPORE - OCTOBER 2024

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1:55 PM - 2:25 PM
PEAK IDV Room

Operating in a Post-Brexit World: Marketplace Considerations and Best Practices | Jeff Sakasegawa, Trust and Safety Architect, Persona; and Sidra Khan, Senior Lead, Risk, Taskrabbit

Gig economy startups are increasingly expanding amidst a backdrop of proposed regulatory changes. This pending legislation, including DAC7, which will result in tighter compliance requirements and new operating models, will also affect marketplaces in the United Kingdom. In this presentation hear how marketplaces are preparing for new legislation that will change reporting requirements and what it means for the onboarding processes of these individuals.

2:35 PM - 3:05 PM
Tremau Room

How to Efficiently Engage Workforces to Scale | Nicolas Ferrary, UK Managing Director, Brigad; Kimberly Hurd, Onsi; April Kane, Director of Global Courier Operations, Stuart Delivery; and Stevie McIntyre, Head of Marketing, Locate a Locum

In this panel discussion, experts from Brigad, Locate a Locum, and Stuart share their insights on reducing costs and building efficiencies while maintaining an engaged workforce in the platform economy. The discussion will explore the unique challenges posed by the cost of living crisis and will dive into the strategies for managing workforce costs, attracting and retaining talent, and implementing innovative insurance and risk management solutions.

2:35 PM - 3:05 PM
Veriff Room

Combating Fraud in B2B Marketplaces | Steve Craig, Founder & Chief Enablement Officer, PEAK IDV; and Steve Grice, COO, Trustap

Join online marketplace leader Steve Grice and identity verification expert Steve Craig for a fireside chat covering B2B marketplace fraud, common fraud attacks, strategies for building trust, and future trends shaping online business to business payments and commerce.

The voice of the online dating sector

ABOUT US

The Online Dating Association is the industry association recognised internationally as the voice of the online dating sector. Members of the ODA, which are all dating services, coalesce around a set of standards which we believe make the industry/sector a healthy place for both businesses and consumers

WHAT WE DO

- Share best practice
- Develop dialogues with stakeholders
- Influence policy and legislation
- Share our messages and campaigns on issues that mattters
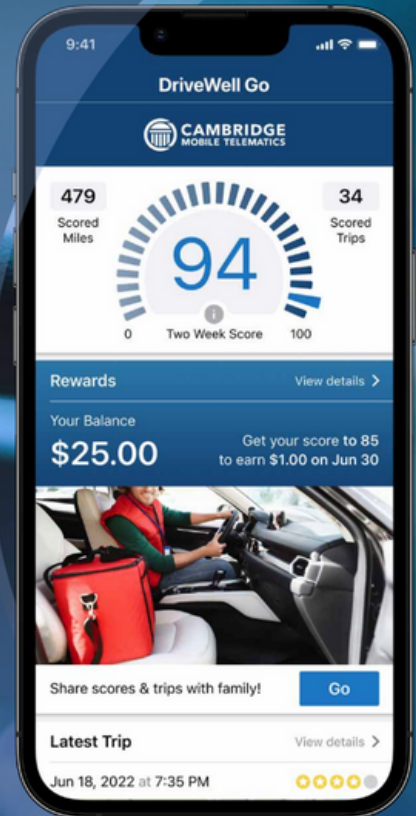- Provide support and guidance to consumers on how to date online safely and smartly

Online Dating Association

SPEAKER BIOGRAPHIES

Brittany Allen, Trust and Safety Architect, Sift

Brittany Allen has more than a decade of experience combating e-commerce marketplace fraud at companies such as Etsy, Airbnb, 1stDibs, and letgo. Her expertise in fraud mitigation, policy leadership, and dispute management has led her to speak at numerous industry conferences representing Sift as a Trust and Safety Architect. Her role focuses on trust and safety education and developing industry best practices and strategies. Brittany is a recognized fraud expert, a regular guest on programs like Bloomberg Quicktake, and a trusted media source for outlets like Fortune, Fast Company, The Hill and more.

Brendan Bellefeuille, Sr. Director of Sales, Cambridge Mobile Telematics

Pedro joined Vestiaire Collective as Head of Payments more than two years ago, and since then he has been defining and implementing the Group's Payments Strategy. Passionate about Payments, he has +13 years' worth of experience in the industry, mostly as a Merchant. He has worked in different sectors, such as Banking, Gambling, Travel, and lastly in Retail/Marketplace, giving him the needed scope to assess objectively any new trends and challenges.

Pedro Bennasar, Head of Payments, Vestiaire Collective

Pedro joined Vestiaire Collective as Head of Payments more than two years ago, and since then he has been defining and implementing the Group's Payments Strategy. Passionate about Payments, he has +13 years' worth of experience in the industry, mostly as a Merchant. He has worked in different sectors, such as Banking, Gambling, Travel, and lastly in Retail/Marketplace, giving him the needed scope to assess objectively any new trends and challenges.

Kim Bingham, Founder & CEO, Mostrodarte

Kim Bingham is the founder and CEO of Mostrodarte, an all-in-one music platform for indie artists. Kim founded Mostrodarte in 2022 as the business model she would have wanted at the beginning of her career. Besides decades as a professional musician, she has ten years' experience in international real estate and private finance based in Paris, France. During the pandemic, with international business stalled out, she pivoted from real estate and banking to a master in wealth management, doing academic research on NFTs and music. This led to the founding of Mostrodarte in 2022 as a French & American company.

Curtis Boyd, Founder, The Transparency Company

Curtis Boyd is a consumer protection technologist that serves the US Govt, Consumers and Small Businesses. While removing fake negative reviews for small business owners, he started the Transparency Company when he realized that most fake reviews online were positive, that negatively impacted consumers. Now he helps regulators prosecute businesses using unfair marketing practices.

Vlad Branin, Head Of Product, Global BizOps, Gett

Vlad Branin is an experienced tech leader with over 20 years of hands-on expertise in product, engineering, and management. He currently leads global BizOps products at Gett including payments, fraud prevention, billing, customer care, and compliance. Vlad previously held senior product leadership roles at companies like Navan, EverC, Zooz, Finaro, and Leumi Card. He has extensive experience in payments, fraud prevention, EMV, acquiring, issuing, compliance, and other fintech domains. Vlad led large cross-functional teams and delivered complex projects with multi-mill

Abhi Butchibabu, VP of Product Management, Cambridge Mobile Telematics

Abhi Butchibabu is a VP of Product Management at Cambridge Mobile Telematics where the mission is to make the world's roads and drivers safer. She leads the product strategy, design and development for a suite of products in the gig economy and commercial insurance markets. Prior to joining CMT, Abhi has spent the last decade and a half building products leveraging machine learning and AI to improve human behaviors in healthcare, e-commerce and air transportation. Abhi holds a PhD from MIT in Aeronautics and Astronautics.

Val Byrne, Director - Commercial Legal, DoorDash

Val has worked in-house for nearly 10 years negotiating contracts, structuring deals, and providing business-focused advice in nearly every commercial context. She currently manages a team of talented attorneys at DoorDash who negotiate agreements with our most important enterprise partners, as well as our most strategic service providers.

Jahangez Chaudhery, Class Leader, Accident & Health & ibott 1971 Underwriter, Apollo ibott 1971

Jahangez (more commonly known as Jugs) has nearly 20 years Accident & Health underwriting experience in the London market, and joined the Apollo 1971 team in 2021. He was previously the Joint Head of A&H at a Lloyd's Syndicate. Jugs' is responsible for Apollo 1971's A&H build out and growth with a focus on Occupational Accident as well underwriting other lines of business within Apollo 1971. He has a BSc in Economics and a MSc in Insurance & Risk Management from Bayes Business School.

Ori Cohen, COO & Co-Founder, Parametrix

Ori is the Co-Founder and COO of Parametrix Insurance where she leads the day-to-day operations of the company, while also managing claims and co-manages reinsurance/capacity structure. Ori has positioned Parametrix Insurance as a leading player in the InsureTech landscape. Prior to co-founding Parametrix Insurance, Ori co-founded Gaia Ecological Solutions in 2016, and was named to Forbes Israel 30 under 30 list in 2022.

Erefa Coker, Founder, IMÒ INTERNS

Erefa Coker is the Founder of IMÒ INTERNS. She is a seasoned HR professional with vast experience in recruitment, HR strategy & advisory and change management. She is focused on reshaping talent acquisition in the tech industry; she's committed to bridging the gap between talent and opportunity. Her expertise lies in connecting businesses with skilled remote workers in Africa, ensuring they have access to a diverse range of skills and expertise. Erefa envisions a future where African professionals experience a significant 20% surge in remote work opportunities, thereby positively transforming the lives of jobseekers in the region.

Xavier Collins, Vice President, UK, Turo

Xavier launched Turo's car sharing marketplace in the UK in 2018 and has been front and centre of Europe's adoption of car sharing. He has led the international strategy and grown a two-sided marketplace for five years to redefine Europe's mobility landscape. Before this, he was a General Manager at Deliveroo, scaling the UK business by heading up the B2B business, overseeing the largest regional market and expanding the core offering across the country. Xavier previously founded educational marketplace Nexus Notes, changing the way we learn by seamlessly connecting leading note-takers with current students.

Vincent Courson, Trust & Safety Partnerships Manager, Google

Vincent Courson has worked at Google Trust & Safety for more than 10 years. Over this time, he has held several positions from Policy Enforcement to Policy Communications. He joined the Trust & Safety Partnerships team when it was formed in 2019, where he enables industry partners and NGOs to take advantage of Google's Safety technologies. He is also involved in several industry groups and coalitions, discussing with partners on the best ways to collaborate effectively on issues like User Protection across the ecosystem.

Steve Craig, Founder & Chief Enablement Officer, PEAK IDV

Steve Craig is Founder & Chief Enablement Officer at PEAK IDV. An expert in digital identity, Steve has worked in the technology industry for over 20 years. In the past decade, Steve held leadership positions at three top companies in identity verification across roles in product, strategy, and sales. With PEAK IDV, he's on a mission to enable 10,000 people to become experts in digital identity through curated industry education and market insights.

Lyall Cresswell, Founder & CEO, Transport Exchange Group & Trustd

Starting in 2000, Lyall has been on a 23-year mission to digitalize the road freight industry and create a collaborative & sustainable future. His many industry firsts include building a freight exchange where 8,500 businesses trade 2.5mn loads annually, launching a ground-breaking mobile delivery app in 2004 & real-time freight tracking in 2015. More recently Lyall launched Trustd, a digital KYB platform to manage onboarding, risk & compliance in the road freight industry. The build process has given Lyall a unique insight into the complexities of the KYB market & a future based on decentralized identity, e-wallets & verified credentials.

Chanell Daniels, Responsible AI Manager, Digital Catapult

Chanell is a Responsible AI Manager at Digital Catapult, the UK authority on advanced digital technology. Prior to this, she led the Community Safety Team at Depop which worked on child online safety, extremism and preparations for online safety regulations, and managed high-risk crisis responses and prevention efforts at Meta. Before joining the tech industry, Chanell worked with the UK Government on consumer protection policy, and with the UN on peacekeeping, human rights and governance. She is a Visiting Policy Fellow at the University of Oxford Internet Institute with a focus on online safety approaches in small tech companies.

Adetokunbo Daramola, Researcher, Said Business School, University of Oxford

Adetokunbo (Toks) is currently a Principal Consultant with the Capital Markets Company (CAPCO) Limited, London where he consults for a Tier 1 Global Bank. Prior, he was an Executive Director/Vice-President at Goldman Sachs International. While at Goldman he worked in Technology Infrastructure, Consumer Banking (Marcus) and Commercial Banking (Transaction Banking) businesses. He graduated from the University of Lagos with a B.Sc. (Hons) Computer Engineering in 2011. In 2021, he got a masters in Major Programme Management, from the Saïd Business School, University of Oxford, England.

Louis-Victor de Franssu, CEO, Tremau

Louis-Victor is the Co-Founder and CEO of Tremau, a leading T&S service provider. Prior to Tremau, Louis-Victor was deputy to the French Ambassador for Digital Affairs. In this role, he specialized in issues related to tackling illegal content online and disinformation, including leading France's work on the Christchurch Call to Action. Prior to joining the Ministry for Europe and Foreign Affairs, Louis-Victor worked for a leading non-financial risk management consulting firm within the financial industry. Louis-Victor holds an MBA from INSEAD and BA from the University of Notre Dame.

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

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

TURO

The world's largest car sharing marketplace

Turo inspires entrepreneurship among car owners and gives guests access to an extraordinary selection of makes and models. Book a car you'll love to drive, or join as a host and earn cash when you're not using your car.

3.1M+ active guests[1]	**11,000+** cities[1]	**330,000+** active vehicles[1]	**165,000+** active hosts[1]

[1]As of March 31, 2023

Quentin Debavelaere, GM UK, Benelux, Nordics, Middle East, Malt

Quentin has been shaping the future of Work for 8 years as the COO of Malt, the European leading freelancer market place. Prior to joining Malt he spent 5 lovely and intense years at McKinsey & Company as a strategy consultant. He graduated from Ecole Centrale Paris and is an enthusiastic skier and tennis player.

Umut Delil, CTO & Co-Founder, TheHIVE & StartX

Umut has built software products for big enterprises with the luxury of high budgets, as well as for Startups with very limited budgets for their MVPs. With his experience and passion, Umut has "perfected" the process, finding solutions to make the best out of a limited budget to achieve the desired product (especially for Startups). From team-building, planning, and design, to development and the execution of launch, Umut has a great vision and plan of how to develop an MVP. His latest project is the revolutionary startup, TheHIVE, a Staff-Sharing marketplace in which he acts as the CTO & Co-Founder.

Chad Dennis, Manager, Trust & Safety Strategy, DoorDash

Chad Dennis is passionate about designing products, processes, and policies that keep global marketplace platforms safe. At DoorDash he is responsible for safety products like real-time intervention, misconduct detection, and critical crisis monitoring. He currently resides in Austin, TX. He has previously worked with marketplaces Gopuff, Lime, and Instacart, in addition to founding his own startup, AddMe.

Zufi Deo, Co-Founder, BizGees Ltd

Zufi is currently the Co-Founder of BizGees - a web 3 fintech. He is also a Board Advisory member at Marketplace Riska, a speaker at the Sharing Economy Global Summit 2021 & '22, a panellist at FinTech Week London, 2019 - FinTech, Social Impact and Emerging Markets, a panellist at Digital Impact Week London 2019, a UK Top 50 Business adviser 2014 & 2018, a Mass Challenge Judge 2019, a guest Speaker at Wharton Social Entrepreneurs course 2018, a winning team member at the UNICEF Fintech Jam 2016, London, a Mass Challenge Business Mentor and a Judge on NYU Stern Entrepreneurs Challenge 2015/16.

Daisy Dong, Head of Product, Europe & Interim Group Head of Pricing, bolttech

Daisy Dong is a product executive, qualified actuary and insurtech enthusiast, currently serving double roles in product and pricing functions at bolttech, one of the largest and fastest growing global insurtech. Previously worked at Swiss Re and Vitality, along with her MSc from University of Oxford and Fellowship of Institute and Faculty of Actuaries, Daisy has extensive experience in insurance product development and distribution across life insurance and general insurance sectors. She's particularly passionate about revolutionising the way insurance products can be built, sold and served with innovative and scalable digital solutions.

Chris Downie, CEO & Co-Founder, Pasabi

Chris is CEO and Co-Founder of Pasabi. With a strong interest and extensive experience in AI and behavioural analytics, Chris leads the team in the application of Pasabi's trust & safety platform to help marketplaces and platforms tackle online threats and the bad actors behind them.

Michael Dworsky, Co-Founder & CEO, Cove

Michael is the CEO & Co-Founder of Cove, a software company that offers no-code Trust & Safety solutions to platforms with user-generated content. Cove processes 1.5B pieces of content per month and has helped detect and remove millions of instances of harm and abuse online. Before Cove, Michael graduated with a degree in applied math from Stanford University and worked as a software engineer on Meta's Trust & Safety teams for four years, combatting election interference, vaccine disinformation, hate speech, harassment, and violence.

Jan Eissfeldt, Director, Global Head of Trust & Safety, Wikimedia Foundation Inc.

Jan serves as Director and Global Head of Trust & Safety at the Wikimedia Foundation, the non-profit hosting Wikidata, Wikipedia, and other free knowledge projects. He is also a working group member of the Trust & Safety Professional Association; Advisory Board member of Marketplace Risk; International Telecommunications Union (ITU) technical standards focus group contributor; and advises venture capital on governance, risk, and compliance (GRC) opportunities globally.

Simon Ellington, Co-Founder, Ko-fi

Simon is Co-Founder of Ko-fi, a service where creators like artists, streamers and writers have earned over $200 Million to fund their creative work. He has an MBA from Cranfield University and has held commercial and operations roles in a number of tech focused businesses.

Tomoyuki Endo, Director of Standards and Conformity Assessment, Japan External Trade Organization (JETRO), Geneva Office

Tomoyuki Endo is the Director of Standards and Conformity Assessment, Japan External Trade Organization, Geneva and the representative of the Japanese Standard Association, Geneva office. He has been involved in international standards (ISO) development for many years as one of the leading members and standard makers in several fields, especially digital platforms, sharing economy, e-commerce, service excellence and sustainable mobility etc. He is a founding member of International standardization committee, ISO/TC 324 (Sharing economy) that consists of 34 countries and currently serving the international committee manager.

Theodoros Evgeniou, Chief Innovation Officer - Professor, Tremau - INSEAD

Co-Founder of Tremau and Professor at INSEAD, working on AI, tech and business for more than 25 years. Has worked with a number of organizations, has been a World Economic Forum Academic Partner for AI, member of the OECD Network of Experts on AI, and an advisor for the BCG Henderson Institute among others. He has published and appeared in major global business, academic and media outlets, such as Harvard Business Review, Science Magazine, Machine Learning, FT, Bloomberg, etc. He has four degrees from MIT and is director of the INSEAD Executive Education program on "Transforming your Business with AI".

Nicolas Ferrary, CEO and Co-Founder, Brigad

Nicolas is the Chief International Officer and UK Managing Director at Brigad. He previously worked as Chief Revenue Officer for Brigad in France for 5 years. Before joining Brigad in 2018, Nicolas was a Country Manager at Airbnb for 4 years. He is passionate about building new solutions for the hospitality industry. With Brigad, he participates in transforming the future of work in hospitality.
Nicolas lives in London and is a father of 3.

André Ferraz, CEO and Co-Founder, Incognia

2x founder; 12+ yrs of experience with location and fraud prevention technologies.

Xander Fritz, Director, Risk & Insurance, DoorDash

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

Silvia Fukuoka, Risk Policy Principal, Online Safety, Ofcom

Silvia Fukuoka is Risk Policy Principal, Online Safety, at Ofcom, the independent communications regulator due to regulate online safety in the UK. She leads the teams responsible for publishing Ofcom's understanding of all the harms in the regime and issuing guidance for services on how to conduct their own risk assessments to meet their duties.

Stephen Fusco, Senior Director of Legal Affairs and Data Privacy, HopSkipDrive

Dr. Stephen Fusco brings over twenty years of policy, law, and education experience to his work. Stephen graduated from Emory University with a BA and JD and a PhD from the University of Denver. Stephen was general counsel and chief compliance officer for LabMD, Deputy General Counsel for Denver Public Schools, and VP of Policy for A+ Colorado. He also sits on the board of directors for Special Olympics of Colorado and Disability Law Colorado.

Claire Galbois-Alcaix, Senior Director Field Marketing, Jumio

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

Iqbal Gandham, Crypto / Web 3 Investor

In over 30 years, Iqbal's career has spanned two major technical revolutions, namely that of the Internet and Blockchain/Crypto. He helped build some of the first ISPs in the UK and then went onto co-found what went onto become India's largest webhosting and domain registration business, listing it on BSE. Following this he moved into Finance, he was one of the early team at Nutmeg (Pensions and ISAs) in London, and subsequently went onto become the UK CEO of eToro in 2017, being a key figure in their crypto and free stocks products. Post covid he moved to Ledger (Crypto wallet provider) and their Global VP of payments and transactions.

Nicola Gandy, Director, Azacus.io

Specialising in Pentesting, Nicola co-founded Azacus.io in 2018 to offer infosec with integrity, doing away with all the usual cyber security scare tactics and jargon. An experienced public speaker and relationship manager she aims to be the go-to cyber risk assessor for marketplace platforms of every size and stage. Nicola is a member of the Marketplace Risk Advisory Board.

Vicky Gray, People Consultant Lead, EMEA Tech, Google

Vicky Gray is an accomplished HR leader, currently at Google, with over 20 years' experience helping leaders and individuals to have their best work lives. With a breadth of HR expertise and a clear focus on risk management through sound organisational development, Vicky has a proven track record in change management and transformation. Vicky may spend her days at the Google offices in Kings Cross, London, but it's the ability to create inclusive organisations where everyone can thrive and belong that really gets her up in the morning. When not at work, Vicky is a keen crocheter and a novice drummer.

SPEAKER BIOGRAPHIES

Steve Grice, COO, Trustap
Steve is a seasoned marketplace expert, with a track record of leading successful ventures in the classified space, including Gumtree Motors and Shpock. With an astute understanding of marketplace dynamics and challenges, Steve now drives innovation as part of the Trustap team, developing cutting-edge solutions to address the very issues he encountered in his prior roles.

Ed Grimston, CEO, Altelium
Ed Grimston the CEO of Altelium. Ed has 14 years' experience across underwriting, brokering and strategy consulting.

Heather Grunkemeier, Founder / CEO, Twinkle LLC
After spending 15 years at Expedia (based in London, Singapore, and Seattle), where she led product teams supported by up to 80+ engineers, she found her true calling: to make technology products safer and inspire others to do the same. After leaving Expedia, she spent 3 years spearheading the Trust and Safety strategy and overall end-to-end program for Rover.com. In this role, she built a multi-year strategy and executed it across product, operations, marketing, legal, and PR. In May 2023, she founded twinkle.llc, a T&S consultancy business, which specializes in strategy, policy development, and end-to-end program. management.

Camilla Hegarty, SVP Trust & Safety Practice Lead and Business Development, Teleperformance
Camilla is a experienced industry expert with over 24 years of expertise in service delivery, project management, and BPO program director roles for top-tier companies. With more than a decade of experience in Trust & Safety across numerous global clients, Camilla has led large-scale global operations, implementing innovative and agile solutions and has played a critical role in leading clients to realize the significant returns of investing in Trust and Safety, including brand growth, customer engagement, and loyalty. She is SVP Practice lead at Teleperformance today where she supports new and existing clients.

Chris Hooper, Global Head of Conent, Veriff
As a growth marketing expert, Chris has led the way in transforming how complex businesses such as Google, AWS, Microsoft, SAP, Adobe, Dell and Oracle grow their most valuable customers, increase revenue and speed up deal cycles. He is a leader in enterprise sales and marketing tactics in the Cloud, SaaS and fin-tech space and also excel in solution and product marketing, customer journey mapping, lead generation and qualification, demand generation, channel marketing, partner marketing, program building and C-level engagement in the enterprise space.

Sadra Hosseini, CEO, Ryft
Sadra Hosseini, a three-time founder and entrepreneur, is on a mission to build a unicorn startup. He excels in raising capital and spends his days engaging with fellow founders. His work includes scaling Ryft, a payment platform for marketplaces and B2B digital platforms, with a focus on Web 3.0 payments for the decentralized economy. He also acquired Butlr, revolutionizing the hospitality industry. Notably, Sadra turned Luxe London, a luxury tech platform, into a multimillion-pound revenue generator in under 2.5 years. He is known for his unwavering focus and is an active angel investor.

Gabriel Isserlis, Founder & CEO, Tutti
Gabriel Isserlis is an individual whose expertise resides at the crossroads of creativity and technology, serving as the driving force behind Tutti, a tech company aimed at affording creators additional time to pursue their creative endeavors. Having obtained degrees in both film making and software development, coupled with a decade of professional involvement in the realms of music, theatre, and photography, Gabriel possesses a distinctive repertoire of knowledge. This diverse background has served as the catalyst for the development of innovative technical solutions, addressing challenges that he personally encountered within the creative industries. These industries represent one of the world's fastest-growing sectors, currently boasting a value exceeding $3 trillion for humanity.

Noam Izhaki, CEO, Ballerine
Noam Izhaki (CEO) led the Apps Marketplace at Wix.com. Today, Noam is the founder of Ballerine.com, a platform that assists global marketplaces, fintechs, and e-commerce platforms in managing their clients' onboarding, KYB/C, and ongoing risk. Noam is always open to discussing the evolution of building ecosystems, fintech infrastructure, and the connection between mind and body.

Florian Jesen, Chief Risk Officer, Scalapay
Florian is leading the Risk & Data team at Scalapay, transforming the way people buy online and in-store by allowing shoppers to buy now and pay later, empowering merchants to give their customers magical experiences.
Prior to joining Scalapay, he spent half a decade building the EMEA Fraud team at Uber and built the Fintech & Risk team at Glovo.

Erik Johnson, Active Underwriter, MIC Global Syndicate 5183

Erik is the Active Underwriter for MIC Global Syndicate Lloyd's Syndicate 5183, leading this relatively new syndicate. Erik also sits on the Advisory Board of the University of Calgary's Risk & Insurance faculty's Advisory Board, the Inclusion@Lloyd's Board, and the Court of the Worshipful Company of Insurers. He holds a BComm with a joint major in Insurance, Risk Management & Finance and an MSc Insurance & Risk Management. In 2017 Erik was recognised as the Chartered Insurance Institute's 'Unsung Hero' in 2019; in 2019 the 'Distinguished Alumni Award' by the University of Calgary's faculty of Risk Management & Insurance.

Nile Johnson, Senior Director, Applied Trust & Safety, Institute for Security and Technology

Nile Johnson is the Senior Director for Applied Trust & Safety at the Institute for Security and Technology (IST). Prior to joining IST, Nile worked at Google, Inc. where she led a range of trust and safety initiatives, including global election integrity, content moderation, and regulatory transparency. A former U.S. diplomat who served in Sub-Saharan Africa and Western Europe, Nile has extensive professional experience in trust and safety, foreign and public policy, regulatory and government affairs, corporate responsibility, and startup and nonprofit board membership.

Anoop Joshi, VP, Trust & Safety, Trustpilot

Anoop is a lawyer and software engineer with 12+ years of experience. He and his team of around 60 work hard to help Trustpilot become the most trusted and most consumer review brand, ensuring consumers and businesses can trust Trustpilot and the content on the platform. He leads a global team of lawyers and specialists handling a range of strategic and legal issues across content moderation, use of AI and machine learning, litigation and disputes, regulatory, media, intellectual property and brand protection, product, fraud and fake review investigations and public affairs.

Younghee Jung, User Experience Researcher, Meta

Younghee Jung is a user experience researcher at Meta, focusing on identifying emerging integrity problems users experience on social media and translating them into scalable solutions that can work on global platforms. Younghee Jung has over two decades of experience working in design and research for technology companies including IBM Research, Oracle, Nokia, and Meta, specialising in leading new technology and product developments grounded in user insights.

Agne Kaarlep, Global Head of Policy and Advisory, Tremau

Agne is the Global Head of Policy and Advisory Services at Tremau, where she helps online platforms implement best practices and meet the demands of the new regulatory environment. Before Tremau, Agne worked in the European Commission, where she wrote and negotiated the Digital Services Act and the Terrorist Content Online Regulation. Agne also led the Commissions work on the EU Internet forum bringing together tech companies and member states to tackle illegal content. Prior to joining the Commission, Agne worked as an advisor and diplomat for the Estonian government on a range of security issues.

April Kane, Director of Global Courier Operations, Stuart Delivery

April is a Director of Global Courier Operations at Stuart Delivery, a last-mile logistics platform that connects businesses, customers and couriers to revolutionise the way goods are transported in cities. April leads a department that covers 6 international markets and is responsible for improving Stuart core operations across a range of areas, from courier onboarding to across the courier journey with Stuart. This includes: ensuring Stuart maintains high compliance and service quality by mitigating fraud, driving new partnerships with vendors that improve Stuart experience and continuously delivering a strong courier value proposition.

Jake Kennedy, Actor & Behavioural Policy Head, EMEA, Meta

Jake Kennedy is an experienced policy analyst with 12+ years of experience in the trust and safety industry, specialising in developing content regulation and enforcement solutions for online marketplaces and social media platforms. In his current position leading Meta's Actor & Behavioural Policy team in EMEA, he oversees the development of future-facing policies and enforcement to confront adversarial abuse across surfaces. He manages the companywide system of strikes, penalties, and account disables that govern how Meta enforces upon users, as well as user transparency, education, and compliance initiatives.

Fahad Khan, CEO, Creoate

Fahad is the CEO at Creoate. Prior to co-founding the business, Fahad spent over a decade investing in some of the most exciting companies at the intersection of marketplaces and retail, including B2B marketplace unicorn Job & Talent and Near, a retail software for offline retail that IPO'd on NASDAQ. Fahad grew up across 3 continents and has lived and worked in London after graduating from the University in Toronto, Canada.

Sidra Khan, Senior Lead, Risk, Taskrabbit

Sidra is a seasoned Trust & Safety professional with more than 6 years of experience in the marketplace industry. Her expertise lies in enabling marketplace growth by incorporating Risk and Trust components into the user experience, policies, and technology. At Taskrabbit, she drives the strategy for user identity, identity verification, screenings, and localised Know Your Customer (KYC) requirements.

Alexander Kobakhidze, Director of Tax Technology, Fonoa Technologies Inc

Alexander is a Tax Technology specialist at Fonoa with in-depth knowledge of Indirect taxes in the platform and online economy. Prior to joining Fonoa, Alexander was the Global Head of Tax Technology at Uber, where he and his team worked with internal and external stakeholders to design and build tools that automated internal tax compliance processes as well as for the platform's users. Alexander is a specialist in indirect taxes as they affect platforms and currently supports the OECD Working Party 9 (Consumption Taxes).

Fabian Koenig, Founder, Two Pills

Fabian is a tech veteran for the last 20 years with experience including Microsoft, eBay and Facebook/Meta. Fabian is a Trust & Safety social and e-commerce executive ensuring digital communities have a safe and seamless experience. As Founder of Two Pills, Fabian is now focused on Web3 & Blockchain Trust and Safety Advisory.

Previously, Fabian was the Vice President Trust and Safety and Member of Management Board Depop (acquired by Etsy); Head of Agency Partnerships who was responsible for global trading partnership with media holdings across Whatsapp, Instagram and Facebook Plattformen Facebook/Meta; and UK Head of Trust and Safety, Country Lead for ecommerce marketplace integrity at Ebay.

Alex Kroeger, Attorney, Larson King

Alex is an Attorney with a background in product marketing for marketplace companies. She combines her expertise in business law with a deep understanding of the complexities of running a business, especially marketplace software companies. She advises a wide range of businesses engaged in developing and defending their products and services, from emerging companies needing strategies to mitigate risk to complex commercial transactions.

Collin Kurre, Technology Policy Principal, Ofcom

Collin is Technology Policy Principal at Ofcom. She leads the team tasked with embedding technical expertise at the heart of Ofcom's policy development for online services, with a particular focus on automated technologies and encryption. Her background is in public policy and multistakeholder internet governance. In previous roles she developed and deployed impact assessment methodologies for internet infrastructure providers, promoted human rights considerations in international standard-setting bodies, and published research on surveillance and privacy protection online.

Tom Lamb, Head of UK, Aria

Tom is an expert in B2B marketplaces and embedded finance, having been active in the space the past 3 years. Currently, he is Head of UK for Aria, an innovative French start-up providing embedded invoice finance and white-label solutions to over 50 B2B Marketplaces and talent platforms.

Adrien Lebegue, Managing Director - Europe, ZA TECH

Adrien joined ZhongAn Group in 2018, as a founding member of ZA International, and is currently Managing Director, Europe of ZA Tech, a global enterprise technology company. Prior to joining ZhongAn, Adrien spent 12 years in the insurance industry, with AXA Group and Munich Re, in Europe and in Asia, across underwriting, claims, reinsurance, risk management, digital, data and partnership roles. Adrien holds two master's degrees, in Insurance and Risk Management from National School of Insurance, and in Strategy and Innovation from Conservatoire National des Arts et Métiers, France.

Michael Lin, Co-Founder, Intrinsic

Michael Lin is the Co-Founder and Chief Technology Officer (CTO) at Intrinsic, a company specialized in AI Trust & Safety, dedicated to implementing cutting-edge automation to empower Trust & Safety and fraud teams in their fight against abuse in real-time. Before co-founding Intrinsic, Michael was a Machine Learning Engineer at Apple and Discord's Trust & Safety Engineering Team, where he safeguarded over a billion users from scams, fake accounts and fraudulent behaviors.

Emma Lindley, Managing Director, Caf.io

Emma Lindley is Managing Director of Global Expansion for CAF a digital identity company with offices in Brazil, the USA, Canada and the UK. She is also co-founder and Chair of Women in Identity a not-for-profit organisation membership organisation focused on developing inclusive products in the digital identity industry and is an advisor to Kantara UK. Emma has been recognised in the Innovate Finance Powerlist, Liminal Top 100 leaders in Identity, Goode Identity Awards, Tech 100, and was recently awarded an MBE in The Queens New Years Honours List for services to the identity industry.

Ed Lovelock, Global Product Marketing Manager, Starship Technologies

Ed has built a wealth of knowledge and experience from his time at Argos, Facebook/Meta and TUI. With a particular specialism in digital, understanding the market landscape and listening to customers have played a crucial role in implementing successful strategies. Now Global Product Marketing Manager for Starship Technologies - an autonomous robot delivery company - Ed is focussed on helping to drive growth by engaging customers, local communities and other stakeholders as the service expands across the world.

Shany Malbin, VP of Payments Strategy, Fiverr

Shany is the Vice President of Payment Strategy at Fiverr, an online marketplace that is changing how the world works together. Fiverr's platform connects businesses with on-demand freelance talent offering digital services. Shany joined Fiverr in April 2016 and became the VP of Payment Strategy in 2022. In an environment where establishing trust between customers and freelancers is absolutely central to Fiverr's value, Shany's team is focused on how to manage compliance, fraud, and other payment complexities - often across international borders. Prior to joining Fiverr, Shany spent 10 years at Check Point Software in a number of finance rolls.Prior to joining Fiverr, Shany spent 10 years at Check Point Software in a number of finance rolls.

Vikas Malhotra, Founder & CEO, iwi.earth

Vikas is a thought leader & entrepreneur in the Gig Economy, focussed on the Future of Work. Across a 20+ year career, Vikas has led major global initiaives with Hachette (including Warner Media), TNT, GlaxoSmithkline etc and most recently, The PM's Cabinet Office team for the UK's Levelling UP Agenda. Vikas leads iwi.earth, which focuses on the fast growing Gig economy, now valued at approx $1.5tn and engages over 20% of the workforce in the UK & the US and rising rapidly globally Vikas is married with 2 small kids, 2 kittens, does long distance rides for charity & plays the tenor sax!

Jean-Sébastien Mariez, Founding Partner, Momentum Avocats

Jean-Sébastien Mariez, assists major players in the digital economy by protecting their innovation and securing their business activities. His practice focuses on ICT service activities, Media, Gaming, Luxury and Consumer goods. As a former in-house counsel at a large US-based software company and Internet service provider, Jean-Sébastien has an excellent understanding of product lifecycles and business models that he puts to good use as a business oriented advisor and a litigator. Jean-Sébastien is a contributor to the "Code du Numérique" (Lexis Nexis). He is the chair of the legal committee of the French branch of EuroCloud.

Meera Mawkin, Founder, OutOut

Meera is a 26-year-old disabled entrepreneur, diversity advocate and marketplace expert. She founded OutOut, a groundbreaking restaurant-booking platform which connects people with disabilities to accessible eateries, transforming social experiences. She was selected for the SS23 Unrest Accelerator and has been nominated for the Entrepreneur of Excellence Award 2023 at the National Diversity Awards and #BE100. Meera is also a sought-after speaker at events like RWB Global and The Tech in Hospitality Summit, showcasing her profound impact in entrepreneurship and inclusion.

Vince McCarthy, President, Measured Analytics and Insurance

Vince is President of Measured Analytics & Insurance. He has 30 years' experience as an executive leader and investor centred on risk analytics, fintech, insurtech and financial services. His career has focused on PE and VC backed growth companies across the Americas and Europe. Previously, Vince was EVP and Group President at Verisk Analytics, where he led multiple businesses and corporate strategy, M&A and portfolio expansion globally, focused on the UK and Europe, driving non-US revenue from zero to 25% over five years. Earlier, he was a Managing Director in Investment Banking at Bank of America Merrill Lynch in London and New York.

Chris McCormack, CEO, Alethium

Chris is CEO and co-founder of Alethium, a B2B marketplace bringing trust and community to the dietary supplement and health & wellness supply chain. Chris was previously CFO at two previous B2B marketplace startups, both exited via trade sale. In addition to the lead finance role, Chris has also held briefs for Technology and Commercial Strategy. Between 2016 and 2020 Chris also led a collaboration with an academic institution to develop the core AI/machine learning technology used in a marketplace automated reverse tender process, a novel application of AI at the time.

Stevie McIntyre, Head of Marketing, Locate a Locum

Chris is CEO and co-founder of Alethium, a B2B marketplace bringing trust and community to the dietary supplement and health & wellness supply chain. Chris was previously CFO at two previous B2B marketplace startups, both exited via trade sale. In addition to the lead finance role, Chris has also held briefs for Technology and Commercial Strategy. Between 2016 and 2020 Chris also led a collaboration with an academic institution to develop the core AI/machine learning technology used in a marketplace automated reverse tender process, a novel application of AI at the time.

Karine Mellata, CEO, Intrinsic

Karine Mellata is the Co-Founder and CEO at Intrinsic, a company specialized in AI Trust & Safety, dedicated to implementing cutting-edge automation to empower Trust & Safety and fraud teams in their fight against abuse in real-time. Before co-founding Intrinsic, Karine was a Data Engineer on Apple's Trust & Safety Engineering Team, where she safeguarded over a billion users from scams, fake accounts and fraudulent behaviors.

Masaaki Mochimaru, Director of Human Augmentation Research Center, The National Institute of Advanced Industrial Science and Technology

Masaaki Mochimaru received PhD in Engineering and joined AIST in 1993. After November 2018, he directs Human Augmentation Research Center of AIST. His research interests are related to measurement and modeling of human functions and service engineering. Through 1997 to 2016, he was the chair of ISO TC159 (ergonomics)/SC3 (anthropometry and biomechanics). He was appointed as the chair of ISO TC 324 (sharing economy) in 2019, and also appointed as the chair of ISO PC 329 (consumer incident investigation guideline).

Elisa Morillo, Policy Specialist, Wallapop

Elisa Morillo is a dedicated professional currently holding the position of Policy Specialist at Wallapop, Spain's premier marketplace for second-hand and unique items. In this pivotal role, Elisa takes charge of policy creation and implementation, ensuring compliance with regulatory standards, managing content moderation, mitigating fraud and abuse, and fostering Trust and Safety communications with platform users. Elisa's commitment to professional growth is evident in her recent accomplishment of completing an executive certificate program in Artificial Intelligence and New Technologies Law and Policy at IE University. This achievement reflects her relentless pursuit of knowledge and expertise in the ever-evolving landscape of technology and its legal implications.

Ollie Morley-Fletcher, CEO and Co-Founder, FruPro

Ollie is CEO and Co-founder of FruPro, which is a digital platform for the Fruit and Veg industry. Supply and demand are difficult to match in our perishable sector and FruPro allows buyers and sellers to easily and instantly trade stock. The platform enables sales with the certainty of insured, and next day payments. Ollie has a core of operations experience previously working as a management consultant specialising in business transformation. His family have a heritage of farming in Norfolk. A passion of his has been supporting the food insecure he previously organised an annual charity event packing 50,000 meals for the hungry.

Orly Natan Salsberg, Head of Strategic Business, Identiq

Orly has been working with mission driven tech companies, helping build and lead strategic business and partnership initiatives. Currently, Orly leads the strategic business at Identiq, and helps global corporations adopt innovative approaches to identity validation and fraud prevention by advocating for privacy and collaboration. Orly is a member of the New York bar with a Masters degree in Constitutional and Human Rights Law as well as MBA from Columbia University with focus on Public Policy and Finance.

Garrett Olson, Head of Insurance & Risk, Wolt

Garrett Olson has held numerous strategy and execution roles over the past 2 decades. Currently, he works at the technology company Wolt where he is in charge of shaping an industry-leading insurance and risk program. Building simple, relevant and valuable safety nets into the sharing 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.

Aleksandar Orlić, CEO, randevu.tech

Aleks is an Electrical Engineer with over 25 years of experience in software development and technology.
He ran his own consultancy business for a decade, after which he successfully co-founded, built and scaled a well known German SME Fintech Penta. Currently he acts as the CEO at randevu.tech, a solution provider of a highly flexible and scalable technology for building and running digital platforms and marketplaces. Aleks has built his very first marketplace back in 2000 and is ever since a marketplace enthusiast.

Stephan Peralta, Co-Founder & Chief Product Officer, Eqpme Inc

Stephan Peralta, with over a decade in entrepreneurship, specializes in building top e-commerce solutions for growing businesses. His expertise, honed by working with giants like Nestle and Unilever Global, fuels his latest venture, Eqpme. This B2B Heavy Equipment Rental Management and marketplace solution is making strides in North America and Europe, helping vendors secure numerous rentals and expand their reach.

Jack Perkins, ibott Underwriter, Apollo

With over a decade of Casualty underwriting and actuarial experience in the London market, Jack recently joined the Apollo 1971 team in summer 2023. Experience as a Senior Underwriter in the Lloyd's International Casualty team at AXA XL and prior to that a variety of underwriting and actuarial positions at The Channel Syndicate and Catlin.

Aurelija Plėtienė, Director of Engineering, Vinted

Aurelija Pletiene holds the position of Director of Engineering at Vinted, which is recognized as Europe's premier online marketplace for second-hand fashion. In this capacity, she plays a pivotal role in guiding a team of highly skilled engineers and places a strong emphasis on fostering trust and safety, a fundamental cornerstone of the platform's operation. Boasting over 16 years of experience spanning various sectors, Aurelija is renowned for her adaptability as a leader and her exceptional ability to bridge diverse domains. Her true passion lies in the art of streamlining complexity through the avenues of digital transformation and cross-functional collaboration, all in the pursuit of facilitating product development that aligns seamlessly with the company's goals.

Florian Ploghaus, Strategy Manager, Finlex

After four years of driving innovation in the banking sector, Florian decided to leave the corporate world and enter the dynamic Start-up universe. The experience he gained from working closely with founders and executives in various industries helped him not only in founding his own company, but also in his subsequent master's degree in entrepreneurship. Here, Florian focused his academic work on platform business models and strategic success factors of these concepts. After completing his master's degree, he started working at the InsureTech Finlex, where he is responsible for the development and implementation of the Cyber Ecosystem.

Yuri Poletto, Director, Open and Embedded Insurance Observatory

Yuri has 20+ years' experience in the insurance industry, gained both within insurance companies (Assicurazioni Generali, Reale Mutua and Aviva) and collaborating with leadership teams of insurance and reinsurance companies, insurtechs and non-insurance brands as an advisor on insurance innovation. Yuri is the Founder and Director of the Open and Embedded Insurance Observatory, a global research and advisory organization with members such as Generali, Chubb, Swiss Re, AJ Gallagher, bolttech, Revolut.

Jess Potter, Co-Founder, Used and Loved

Jess's career includes door-to-door sales in Australia, recruitment, training, and HR management covering EU for a global professional services company. Since meeting her Partner and Co-Founder Davey, they knew they would be in business together. They started with salvaging abandoned tents from festivals. They realised after a couple of years, that with their combined skills, they could have a much more significant impact. So they started working on Used and Loved, a tool to change the way people experience shopping second-hand, bridging the gap between buying new and used experiences, with curators a big part of their proposition.

Domonique Rai-Varming, Director of Policy & Disputes, Trustpilot

Jess's career includes door-to-door sales in Australia, recruitment, training, and HR management covering EU for a global professional services company. But since meeting her partner and co-founder Davey, they knew they would be in business together. Starting with salvaging abandoned tents from festivals. But they realised after a couple of years, that with their combined skills, they could have a much more significant impact. So they started working on Used and Loved. A tool to change the way people experience shopping second-hand. Bridging the gap between buying new and used experiences, with curators a big part of their proposition.

Thomas Scholte, Co-Founder, SOUS

Thomas is a 26-years-old entrepreneur, based in Amsterdam. Before his adventure with SOUS, he had build several e-commerce and social-media marketing companies. In 2023 he became a Forbes 30-under-30 lister amongst other industry-leading entrepreneurs. Now innovating and leading the digital chef-to-consumer industry in the Benelux, delivering incredible chef experiences & food innovations to your home. SOUS is connecting culinary creators (restaurants, chefs, and brands) to fine food lovers across the country.

Ylwa Rein, Global Public Policy Strategy & Advocacy Manager, Wolt

Ylwa Rein oversees the strategic direction and advocacy efforts of the Global Public Policy team at Wolt, including leading the project for developing the annual Algorithmic Transparency Report. Prior to her current role, she served as the Head of Public Policy for Twitter in the Nordics and Israel, where she played a key role in shaping discussion on digital policy and the principles of free expression. Her background also includes experience in international affairs from various positions at the United Nations.

Tony Richards, Security Leader - Office of the CISO, Google

Tony currently serves as a Security Leader in the Office of the CISO, focusing on the UK Public Sector and public sector customers in EMEA, in addition to helping drive the Google Cybersecurity Action Team (GCAT) strategy.
As an experienced CISO with over 18 years of technical experience in government, commercial and digital data security, Tony has managed and led security, data privacy and compliance across a range of global business' and government organizations. Prior to joining Google, Tony has served as CISO, and in other senior cloud and security roles, for various corporate and public sector organizations, including, the UK Government.

Patricio Roffo, Global Head of Risk & Compliance, TIER Mobility

Patricio has been within the micro mobility giant, TIER Mobility, since the start of 2022 as the Global Head of Risk & Compliance. Before that, he was part of the foundations of a Risk Management Deal Desk at Microsoft (first in the US, and then in Dublin, Ireland). He is also a lawyer, spent several years working for an international law firm in Buenos Aires, Argentina dealing with, essentially, all-around corporate and antitrust matters. He is an expert in risk and crisis management.

Angelica Ronga, VP, Underwriting- Tech and Cyber, Canopius

Angelica is an Insurance Leader of the Year Award Recipient who graduated Magna Cum Laude from St. John's University with Master of Science in ERM. She is an experienced Risk Management professional and licensed broker with a demonstrated history of working in the insurance industry on complex technology risks. She is skilled in large multinational Property & Casualty Insurance, Cyber/Technology Insurance Programs, Captive Management, and Alternative Risk Transfer solutions. In her current role, Angelica is the VP of Underwriting for Cyber/Tech E&O for Canopius seated in the New York office focusing on complex risks and reinsurance.

Jack Rozier, Senior Director, Cybersecurity & Data Privacy Communications, FTI Consulting

Jack Rozier is a Senior Director in FTI's Cybersecurity & Data Privacy Communications practice and is the General Manager of the Chicago office. As a seasoned cybersecurity crisis communications practitioner, Jack helps organizations prepare for and respond to disruptive cybersecurity incidents and has worked on some of the most complex and high-profile cybersecurity attacks in recent years impacting critical infrastructure, healthcare, financial services, energy, and technology companies.

Jeff Sakasegawa, Trust and Safety Architect, Persona

Jack Rozier is a Senior Director in FTI's Cybersecurity & Data Privacy Communications practice and is the General Manager of the Chicago office. As a seasoned cybersecurity crisis communications practitioner, Jack helps organizations prepare for and respond to disruptive cybersecurity incidents and has worked on some of the most complex and high-profile cybersecurity attacks in recent years impacting critical infrastructure, healthcare, financial services, energy, and technology companies.

Darshini Santhanam, Head of Scaled Learning, Google Cloud, Google

Darshini has 2 decades of experience enabling and developing individuals, teams and organisations to achieve more. With a focus on learning and marketing, her breadth of experience stretches across strategy, management, sales, business development, program management, support and operations. She has led teams and has held business critical leadership roles at Google and Microsoft, across APAC and EMEA. She currently leads Global Scaled Training for Google Cloud. Darshini is especially passionate about driving equality & inclusiveness. She leads the inclusion and allyship pillar for Women@ Google UK.

Chayeeta Sarkar, Director Client Success- Trust & Safety, IntouchCX

Chayeeta Sarkar is the Director of Client Success for Global Trust & Safety at IntouchCX, leading more than 6 years experience in the Trust and Safety profession, of a 20 year-long CX career. Chayeeta recently graduated top of class with Distinction and Honors from the inaugural industry Post Graduate Diploma in Trust, Safety and Moderation Management from Griffith College in Dublin, Ireland.

Carlo Scaglia, CEO & Founder, Exordi

Carlo is an entrepreneur who has built his career over multiple sectors from being a professional athlete to retail consultant and now as a founder of the AdTech Platform, Exordi. His career, coupled with a numbers background, has allowed him to successfully grow his business rapidly and capitalise on leading technologies such as LLMs, NLP and Computer Vision. Carlo has built Exordi into a leading marketplace for the advertising world in only a year. Exordi currently services global agencies who work for brands like Mars, Sonos, Breitling, Claritin and many more.

Thomas Scholte, Co-Founder, SOUS

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Daniel Severin, Head of Insurance, Bolt

Daniel is an insurance professional with two decades of experience in the industry, working for insurers, brokers, and regulators, and now as the Head of Insurance at a leading mobility platform.

John Sewell, CEO, Cosimo

John is the Founder & CEO of Cosimo.Art - a SaaS-enabled marketplace reshaping the art industry by helping artists sell their work directly to collectors. Having secured their first round of funding in 2022 via Seedrs, Cosimo is going from strength to strength - since relaunching the platform in June, they've grown rapidly, with the number of artists joining their community more than doubling. Passionate about the intersection of art and tech, he's also been invited to speak at TedX, NYU, and the Birmingham School of Art on the links between creativity, entrepreneurship, and technology.

Hannah Shimko, CEO, Online Dating Association

Dr. Hannah Shimko is Chief Executive of the Online Dating Association, the industry body representing the online dating sector, setting standards, campaigning on behalf of the industry & working to create a dating ecosystem that benefits all stakeholders. She is an expert in communications, with a specialism in public relations & public affairs. She enjoys helping the public engage in digital opportunities & challenges with a passion for helping policymakers and the media understand the world of online dating. Most recently, she has been working on issues related to trust & safety, fraud, consumer protections and competition in digital markets.

William Sired, Broker, Aon

William Sired is an Aon Digital Economy broker with 5 years experience in the insurance industry. More specifically, he has worked with both start-up and global micromobility clients in placing and designing insurance products that are tailored to provide comprehensive coverage solutions in this everchanging risk, regulatory and financial environment. Outside of this, William has a wealth of experience in the digital economy insurance sector, focusing mostly on US based companies, and is responsible for building relationships with clients and ensuring their evolving insurance needs and requirements are met.

Chloe Smith, CEO, Tuft

Chloe Smith is a branding and communications expert, where her passion for customer journey collides with her business acumen, built over a 10 year career in the field. A true entrepreneur, Chloe currently holds the position of CEO for Tuft Global, where her role is to navigate and lead the B2B2C SaaS organisation through its start-up and growth phases. Chloe has been recognised for her skills after being shortlisted for Entrepreneur of the Year 2022 through the GBEA awards and continues to lean into the challenge of digitising the pet industry. Luckily, she also love dogs, despite being ever so slightly allergic to them.

Ben Smith, Senior Manager, Turo

Ben leads Turo's UK claims team, having built the function from scratch. He has recently taken over the Trust & Safety team to scale this too, and increase risk control measures. He previously spent ten years working at Farmers Insurance, handling liability casualty claims in California and New York. In his last role at Farmers he ran a casualty claims office in Los Angeles with a team of 60 people. He holds an LLB Law with Honours from the University of Greenwich.

Trevor Smith, SVP, Sharing Economy + Mobility Casualty Leader, Marsh

Trevor leads a team of Casualty Advisors and Brokers specializing in the on demand, shared, and autonomous economy.

Lex Sokolin, SVP, Managing Partner, Generative Ventures

Lex Co-Founded Generative Ventures, focusing on the Machine Economy, accelerated by AI and settled on decentralized financial networks. He was previously Chief Economist and CMO at Consensys, focused on cryptoeconomics and decentralized finance. He holds a JD/MBA from Columbia and a B.A. from Amherst.

Tala Stevens, Global Emerging and Critical Risks Manager - Financial Fraud, Meta

Tala is a cybercrime and criminal intelligence expert, having worked in this space across government and tech for over 15 years. A former diplomat, and Australia's former head of cybercrime strategic intelligence, Tala has led global strategy and response programs and won awards for her work in this space. Tala is now working as Meta's Global Emerging and Critical Risk Manager for online financial crimes. She uses her many years of experience to develop global response programs that comply with legal and regulatory requirements, and have a strong focus on user safety.

Kathleen Stewart, Public Policy Manager, Content Regulation, Meta

Kathleen Stewart is currently the Content Regulation Policy lead for EMEA at Meta, where she works to secure harmonized global regulatory approaches that reduce harmful content while preserving free expression. Prior to joining Meta she worked for the UK Government in the Department of Digital, Culture, Media and Sport, where she worked on regulations relating to media and information society issues, including representing the UK's position on the AVMSD and developing the UK's implementation of this directive. Prior to DCMS she worked for the UK regulator Ofcom for 12 years.

Amanda Storey, Managing Director, Trust & Safety, Google

Amanda is a Senior Director in Google's Trust & Safety team. The Trust & Safety team at Google operates at the front lines of identifying and taking on the biggest problems that challenge the safety and integrity of Google products. They work on the processes, policies, and algorithms to spot and disable bad content and remove bad actors from our systems at scale. Amanda has spent her entire career working in advising media, technology and telecommunications businesses. In 2011 she joined Google and, over the past 12 years, has led Strategy & Operations, Business Development and Partnerships teams across Asia Pacific, Europe, and the US.

David Sullivan, Executive Director, Digital Trust & Safety Partnership

David Sullivan is the founding Executive Director of the Digital Trust & Safety Partnership, a first-of-its-kind partnership committed to developing industry best practices, verified through internal and independent third-party assessments, to ensure consumer trust and safety when using digital services. Previously, David served as Program Director at the Global Network Initiative, a unique collaboration between leading technology companies and human rights groups to protect and advance freedom of expression and privacy rights online.

Carl Tanner, Global Head of Learning Partnerships, Google Cloud

Carl is Co-Lead of Google's Mixed Googler ERG. The Mixed Googlers employee resource group is a dedicated community for multi-racial, multi-ethnic, and multi-heritage Googlers and allies. We're a diverse community with many backgrounds represented, and what brings us together are the unique commonalities of experience in navigating our lives.

Christian Tooley, Venture Expert / CEO, Bain & Co / i³ investing

Christian is an award-winning queer investor & innovator. In his day job, as a Venture Expert at Bain & Company, he leads a team across EMEA solving the world's biggest problems with innovation and venture (capital/building), underpinned by systemic sustainability. In his gay job, as Founder & CEO at i³ investing, he incubates and invests in LGBTQ+ founders, who are not just underrepresented, but underestimated. Christian is an Angel Investor focused on climate, health, fintech for good (& more). He is a recognised LGBTQ+ Leader by Yahoo Finance, Global Shaper at the World Economic Forum, & thought leader on impact in the startup ecosystem.

Sam Traynor, Policy Lead, Trust and Safety, Meta

Sam is a Product Policy manager on Meta's Cybersecurity Policy team, focused on Adversarial Network and threat disruption. The Trust & Safety team at Meta is dedicated to addressing paramount challenges on the internet to safeguard its most vulnerable users. At the forefront of combatting threat actors globally, Meta's Cybersecurity Policy team, has defined and shaped strategies and policies to ensure a safer digital landscape for everyone.

Tomi Tuominen, VP of Security, Wolt

Tomi Tuominen is recognized as one of the leading information security professionals in the world. In his more than three decades in the industry, Tomi has trained information security professionals, leadership teams, board members, political leaders as well as journalists. He is currently the VP of Security at Wolt, a Helsinki based technology company. Tomi has thrice been named one of the Top 100 IT Influencers in Finland and he has published globally recognized security research. Tomi is the founder and main organizer of t2 infosec conference, a globally known information security conference.

Christian van Maaren, CEO, Excess Materials Exchange,

Christian is the CEO and Founder of the Excess Materials Exchange (EME), an award winning multi-million-dollar company advancing the circular economy. Operating in Europe, the Middle East, and Australia. The company has earned recognition from organisations like the World Economic Forum, The Rocky Mountain Institute, Solar Impulse Foundation as well as individuals like King Charles. Christian serves as an advisor to Dutch governmental bodies on circular economy policies and has accompanied the King of the Netherlands on state visits. A devoted father, Christian is driven by a mission to create a sustainable future.

Lear Wang, Engineering Manager, DoorDash

Lear had the privilege of building DoorDash's Fraud Machine Learning team from the ground up, enabling the company to mitigate risks associated with billions of events across 27 countries in real-time. Prior to this, Lear spearheaded critical anti-fraud initiatives within Apple's Trust and Safety organization, contributing significantly to the safeguarding of user experiences. Lear's passion lies in leveraging AI to create secure digital environments and shape the future of Trust & Safety.

Holly Waszak, Senior Cyber Incident Management Specialist, Marsh

Holly is a qualified solicitor, who prior to joining Marsh worked in private practice in insurance litigation, then at AIG for 7 years, with the majority of her time spent adjusting cyber claims. She has extensive experience of steering clients through cyber incidents, mobilising incident response vendors and navigating cyber incidents in line with insurance policies.

Phillip Watkins, Consultant in Risk and Insurance, Shared Advisory

Phillip Watkins is an advocate for the principle of "doing a little and often," with a focus on gradual, constant improvement as the ultimate objective. With an impressive career spanning 18 years, he has served as a risk and insurance manager across various sectors, ranging from the private to the public sector and from commodities to digital marketplaces. Over the course of his career, Phillip has accumulated a wealth of knowledge and experience, and he prides himself on having encountered and successfully navigated nearly every facet of insurance and risk management.

Alex Wilson, Co-Founder, The Giving Block

Alex is the Co-Founder of The Giving Block, a Shift4 company—the platform helping nonprofits fundraise more effectively from modern philanthropists. Pioneers of the "Crypto Philanthropy" movement, The Giving Block began with solutions for cryptocurrency donations, taking crypto and NFT donations mainstream, then expanded into stock and DAF giving. Today, thousands of nonprofits have joined The Giving Block to fundraise more effectively from modern donors. Due to his expertise in non-cash giving, Alex has been featured in many publications including Forbes, USA Today, and Bloomberg, and was recognized as Forbes 30 Under 30 for Social Impact.

Richard Wingfield, Director, Technology and Human Rights, BSR

Richard works with tech companies—particularly those based in or with operations in Europe, the Middle East, and Africa—to build human rights considerations and practices into their products, services, and policies. He brings a strong understanding of international human rights law and standards and how to translate the corporate responsibility to respect human rights into practice for companies of different sizes and sectors.

Marketplace Risk.