

## Agenda – Day 1

### Risk management for Issuers and Acquirers

10.00

#### Welcome

Introduction  
Fraud Landscape and Global Fraud  
Trends  
Fraud Operations and  
Mastercard Standards



#### Coffee Break

Account Data Compromise (ADC) and  
PCI-DSS & MC Site Data Protection  
Overview  
Issuer Fraud Loss Control Standards  
SAFE – Overview



#### 13:00 – 14:00 Lunch

Global Risk Management Program  
(GRMP)  
Fraud Authorization & Detection  
Strategy and  
Risk Based Authentication



#### Coffee Break

Issuer Monitoring Program (IMP)  
Stand-In Service  
Mastercard ESS Tools  
The basic of chargeback



#### Q&A Wrap-up

18.00

#### End of day 1

## Agenda – Day 2

### Risk management for Issuers and Acquirers

10.00

#### Welcome

Fraud Management Assets for Acquirers  
Fraud Portal on MasterCard Connect  
Acquirer Risk Management and Fraud Losses



#### Coffee Break

Acquirer Loss Control Standards Program  
Merchant Screening & Monitoring Procedures  
PF and DWO models and Mastercard requirements



#### 13:00 – 14:00 Lunch

Rule changes affecting risk management  
MoneySend Fraud Risks and Best Practice  
MasterCard Registration Program (MRP)  
Member Alert to Control High-risk Merchants (MATCH)  
3DS 2.0 initiative



#### Coffee Break

Questionable Merchant Audit Program (QMAP)  
Excessive Chargeback Program (ECP)  
Business Risk Assessment and Mitigation (BRAM) Program  
MCC miscoding non-compliance



#### Q&A Wrap-up



#### Evaluation

18.00

#### End of seminar