

# THE CREDIT CARD FRAUD PREVENTION -Internal Control & Audit Program- 4 Days in BANGKOK, THAILAND

Presented by  
**Tommy Seah CFE**

Member of the Board of Regents, ACFE (Texas, USA) World Headquarters



Be Inspired

Be Informed

Be In Bangkok

*6-9 September 2005 – Pathumwan Princess Hotel, Bangkok, Thailand*



A practical and participative coaching specially designed for all who are working in the audit and management of credit cards division

Organized by:



Licensed Financial Investigator  
International Forensic Accountant  
IBF f-NEXT Training Partner  
U.K. RQB's recognised Auditor



# *The Credit Card Fraud Prevention Coaching Session*

## **Introduction and Objective**

Risk mitigation for Credit Card fraud is a rapidly developing trend or “discipline” and there are many and varied views and descriptions of what risk management involves, how it should be conducted and what it is for. Some form of Credit Card Risk Mitigation Management standard is needed to ensure that there is an agreed:

- terminology related to the words used
- process by which Credit Card Risk Mitigation Management can be carried out
- Bank’s organization structure for Credit Card Risk Mitigation Management
- objective for Credit Card Risk Mitigation Management in banks

Importantly, this Credit Card Risk Mitigation Management development workshop recognizes that risk has both an upside and a downside. Furthermore, the specific manual should be always updated.

Credit Card Risk Mitigation Management is not just something for some departments in the bank, but for any activity whether short or long term. The benefits and opportunities should be viewed not just in the context of the activity itself but in relation to the many and varied stakeholders who can be affected.

There are many ways of achieving the objectives of Risk Mitigation Management and it would be quite impossible to try to set them all out in a single document workshop. Therefore it was never intended to produce a prescriptive standard which would have led to a box ticking approach nor to establish a certifiable process. By meeting the various component parts of this Credit Card Risk Mitigation Management standard, albeit in different ways, banks will be in a position to report that they are in compliance. The Credit Card Risk Mitigation Management Workshop standard represents best practice against which banks can measure themselves. The main objective of this 4 days program is to develop a conceptual framework for banks themselves to determine if they have complied and satisfy the requirements in the managing it’s credit card operational risk. This is an opportunity not to be missed.

This is a participative coaching session with the end objective of developing an understanding towards the solution in assessing whether the banks have achieved a minimum standard in Credit Card Risk Mitigation Management using the SEATA approach.

## **Teaching Methodology**

This management coaching session consists of a lively series of short participative lectures conveyed using plain uncomplicated explanations. Learning will be facilitated through PPT presentation on notebook computer and case studies. Ample program materials in PPT handouts will be given to participants so that these will be a constant source of reference to them. Ample time will be allotted for discussion.

## **Perquisites**

There is no pre-requisite to attend this coaching workshop other than the willingness to learn and a teachable spirit. This is not a seminar or a conference.

# The Credit Card Fraud Prevention Coaching Session

## Workshop Contents

Tuesday  
6.30pm

- ◆ Welcome drinks (Dinner inclusive) at MBK Shopping Centre
- ◆ Introduction to the program.
- ◆ Familiarization and acclimatization to environment.
- ◆ A net working session for Coach and participants.
- ◆ CFE - The "must have" professional qualification for the Risk Managers, Head of Credit Card Fraud and the Internal Auditors.

Wednesday  
9.30am - 4.00pm

- ◆ Welcome note
- ◆ Introduction to The Credit Card Fraud Prevention Coaching
- ◆ Understanding the extend and types of Credit Card Fraud, as with any other fraud, increases professional knowledge

- ✚ Credit Card System Rudiments
- ✚ Counterfeit Card Fraud
- ✚ Point-of-sale Fraud and Ghost Terminals
- ✚ Card-not-present Fraud
- ✚ Internet Fraud
- ✚ Lost or Stolen Cards

Thursday  
9.30pm - 4.00pm

- ◆ Understanding the extend and types of Credit Card Fraud, as with any other fraud, increases professional knowledge
- ✚ Identity Theft
- ✚ ATM Fraud
- ✚ Expatriates and Tourists Targeted
- ✚ Thing of the Past
- ✚ Kingpins Abound
- ✚ SEATA Risk Mitigation Management

Friday  
9.30am - 12.00pm

- ◆ Conclusion of Workshop
- ◆ Questions & Answer Session
- ◆ Wrap Up Session

Free & Easy Day Afternoon

### Administrative Details

- 9.30 - 10.15 Introductory Lectures
- 10.15 - 10.30 Coffee Break
- 10.30 - 12.00 Product Lecture
- 12.00 - 2.00 Lunch
- 2.00 - 3.00 Case Study
- 3.00 - 3.15 Tea Break
- 3.15 - 4.00 Exercises and Q & A
- 4.00 - End of Day

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## Workshop Leader

Tommy Seah is the Certified *Fraud Examiner (CFE)* that got elected as the first Asian REGENT on the board of The *Association of Certified Fraud Examiners* in Texas, USA. CFE is a very well recognized post graduate professional qualification by both the FBI and the USA Central Intelligence Agency in its recruitment of auditors for combating fraud.

His services in providing technical training is much sought after by numerous banks in the region, including Singapore, Malaysia, China, Indonesia, Philippines and Taiwan. Tommy's previous experience includes systems based auditing in an American International Bank, where he was the Senior Regional Auditor responsible for the Bank's audit in the Asia Pacific region. He has also held the top executive position of Chief of Internal Audit in a prime offshore bank where his audit duties cover the Singapore and Hong Kong operations of the bank. His brief covers all areas of the bank's audit of operations and EDP systems. He also has practical working experience in the Operations Department of a foreign bank.

He is the author of six banking books including the F.I.G. Program. The FIG is the authoritative and definitive text on Financial Instruments designed to be used in the world wide banking industry. This publication has received excellent review and first class commendation from some of the most authoritative professional certification body and top rated banks in the world. The other five authoritative texts are The Audit Foreign Exchange in Banks, The Control of Money Market Activities in Banks, Financial Management, MCA for Banks and SWAPS in Investment Banking. His latest publication is Understanding and Auditing Operational Risk Management.

In addition to being a Fellow Member of two internationally recognized prestigious leading UK Accountancy body and an Associate of The Australian National Institute of Accountants, Tommy holds professional graduate diplomas from two Banking Institutes including the prestigious Chartered Institute of Bankers (UK). His Accountancy qualification is in one of five statutorily recognised qualifying bodies (RQB) in the United Kingdom for company auditors under the Companies Act 1989

There are five statutorily recognized accountancy qualifying bodies (RQB) for company auditors under the Companies Act 1989; the Association of International Accountants, the Institute of Chartered Accountants in England & Wales (ICAEW), the Institute of Chartered Accountants of Scotland (ICAS), the Institute of Chartered Accountants in Ireland (ICAI) and the Association of Chartered Certified Accountants (ACCA). He is the only Singaporean that scores a "Double First" in the English accountancy examination and was consequently awarded the F.W. Perks prize in Financial Management. Besides being a qualified fellow member of two U.K. professional accounting bodies, he is also a member of the Institute of Internal Auditors (USA) and Information Systems Audit and Control Association (ISACA). In this region, Tommy Seah is the only Singaporean who holds the membership grade of Senior Associate of Malaysian Institute of Bankers.

For the past twenty eight years, Tommy has trained numerous bank auditors and consulted by numerous lawyers in the region. Financial Instruments, Foreign Exchange, Money Market Options, Derivatives and Swaps are his special interests. He devotes a substantial portion of his time in research work and is presently available on retainer to selected established banks for loss prevention consultancy. Today, he is still very much a hands-on accountant, auditor, examiner and investigator.

# The Credit Card Fraud Prevention Coaching Session

## Registration & Payment

You can return the registration form either via e-mail or by fax.

Mail to: [tommy1@cfe-in-practice.com](mailto:tommy1@cfe-in-practice.com)

Tel: (65) 9106 9872 Fax: (65) 6286 4135

Closing Date : 10<sup>TH</sup> August 2005

**It's Important to reserve your place early as seating is restricted to ensure all participants receive effective training.**

An invoice will be sent upon receipt of registration form. Payment of course fees must be received 14 working days before commencement of the program.

All T/T payment must be remitted:  
DBS Bank, Battery Road Branch, Singapore  
Current A/c No. 022-900202-8  
Account Name: CFE-IN-PRACTICE  
Swift Address : DBSSGSG  
CHIPS UID Number : 034675  
Or Telex Number : RS 24455

## Important Notice

Payments are required with registration and must be received prior to the Coaching Session to guarantee your place. Walk-in delegates will only be admitted on the basis of space availability at the Coaching Session and with immediate full payment.

### Cancellations & Transfers

If you are unable to attend, a substitute delegate is welcome at no extra charge. Please provide the name and the title of the substitute delegate at least 2 days prior to the program. A refund less 10% administrative charge will be made cancellation received in writing 10 working days before the program date. A complete set of program documentation and a 50% refund will be given for cancellation made 3 working days before program date. Regrettably, no refund can be made for cancellation made on and or after program. A complete set of documentation will however be sent to you.

The organizer reserves the right to make any amendments and/or changes to the programme, venue, speaker replacements and/or topics if warranted by circumstances beyond its control.

## REGISTRATION FORM

Coaching Program :

**The Credit Card Fraud Prevention Workshop**

- 6-9 September 2005 – Pathumwan Princess, Bangkok, Thailand – US\$ 3,569 per participant

**Program Time: 9:30am to 4:00pm**

(Please note that accommodation and air-fare is not included in the course fee.)

### Detail

Participant's Name: Dr/Mr/Mrs/Ms

Designation in Organisation:

Organisation's Name:

Organisation's Address:

Participant's Email:

Contact Phone No.:

Fax No.:

Contact Person's Name:

**I have read and understood the booking terms and conditions**

Signature

Date