



DIGITAL BANKING FRAUDS - PREVENTION THROUGH COMPLIANCE

SBP Governance Mechanism

 23rd November 2023  Movenpick Karachi

PROGRAM OVERVIEW

Digital payment and mobile applications in recent times have become a preferred choice of the customers of the financial institutions in Pakistan because of the emergence of broadband internet services and prevalence of smartphones, and ease of use. Thus, the clients of the Banks can enjoy the speed and simplicity of online financial services. This transformation has also seen the emergence of many new forms of digital banking fraud using social engineering. This emerging risk requires robust security measures to protect sensitive data and payment transactional information of the customers, and the adoption of security features that are in conformance with international standards and best practices.

This advanced training workshop is designed to provide the participants a comprehensive exposure to the governing framework to effectively detect and prevent digital banking frauds. Participants, especially professionals from financial institutions will get the opportunity to gain practical knowledge and skills to understand emerging digital banking frauds and adopt policy framework as prescribed by the State Bank of Pakistan and as per the Legal requirements to ensure smooth operations of digital banking and to effectively detect and prevent potential fraud to protect their institutions and customers financial interests



Guest Speaker

**MR. NAJEEB
AGRAWALLA**

Chief Executive Officer (CEO)
1LINK (Pvt) Ltd.



Program Trainer

**MR. MUHAMMAD
ALI JANGDA**

Senior Advisor Banking Mohtasib
Pakistan / PhD Scholar / Adjunct
Faculty (Assistant Professor)

WHO SHOULD ATTEND

- Fraud Management Seniors
- Regulatory / Compliance Senior Staff
- Digital Products Managers
- Digital Banking Business Seniors
- Branch Banking Seniors
- Operations & Technology Seniors
- Complainant & Service Quality Seniors
- Audit Head/ Managers
- Information Security Seniors
- Product Development Manager
- E-Commerce companies
- EMI Companies
- Fintech Companies
- EMIs Companies
- Digital Banking Institution



- **Early Bird 10% (Valid 12th Nov '23)**
- **Group Discounts**

0321 - 2585502,
0300 - 9221982



info@learningresourcecentre.com
asif@learningresourcecentre.com





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CORE TOPICS COVERED IN THE WORKSHOP

- Fraud Theories (Triangle, Diamond, Pentagon & Hexagon)
- Social Engineering Fraud
- Social Engineering Life Cycle
- Cyber Security & Fraud
- SIM Swapping
- Introduction to Payment Platform (ILINK and RAAST)
- Core features of PSD & EFT Act, 2007
- SBP Digital Banking Security Policy Framework
- Digital Fraud Prevention Policy & Management Control
- Digital Banking Operational Controls
- Assessment Fraud Disputes of Banking Customers
- FDTH Operational Flows
- Digital Banking Frauds Case Studies
- User authentication and authorization (2FA)
- Multi-Factor Authentication
- Mobile Apps Policy
- Device Binding
- Protection of Sensitive Personal and Payment Data
- Network and Interfacing Security
- Session Management
- App Vulnerability Assessment
- Monitoring Mobile App Usage & Protection of Trans data
- APIs Safeguards
- Customer Awareness Requirements

TRAINER PROFILE

Mr. Muhammad Ali Jangda

An accomplished banking professional with an extensive and diversified background in management and leadership, spanning over three decades within the Retail and Commercial Banking sectors. Possessing a wealth of expertise across various domains including Operations, Compliance, Internal Controls, Information Technology, Information Security, Systems Integration, Fraud Prevention, and Operational Risk Management. Notably, has demonstrated his adeptness by effectively overseeing sizeable centralized back-office operations at prominent international banks in Pakistan, including Citi Bank, Standard Chartered, and Samba. His career highlights encompass pioneering work in consumer banking, coupled with the successful execution of intricate and large-scale projects, notably the implementation of core banking systems. His proficiency extends to hands-on engagement in the investigation and resolution of multifaceted cases involving operational, financial, and banking fraud. Presently, holding an important role as a Senior Advisor at the Banking Mohtasib (Ombudsman) Pakistan—an autonomous quasi-judicial entity under the Government of Pakistan, dedicated to resolving banking disputes.

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