

ATM OPERATIONS - HOW TO DEAL WITH SETTLEMENT & ATM FRAUD



An ISO 9001 : 2015 Certified Company

A Company Set Up Under Section 42 of the Companies Act, 2017

DATE: JULY 18, 2019 | LAST DATE OF REGISTRATION: JULY 15, 2019
CITY: RAWALPINDI | FACILITATOR: MR. ZEESHAN NADEEM

FEE: PKR 12,500/- per participant
TIMINGS: 9 AM - 5 PM

OVERVIEW

ATM attacks and fraud continue to make headlines, despite the fact that the technology running ATM networks is becoming more secure and consumers are perhaps more vigilant than ever. But what do we mean exactly when we talk about ATM fraud? Far from being a simple smash-and-grab problem, ATM owners have to be vigilant against different types of threats to ensure they are protecting themselves and their customers. This one-day training workshop will enable participants to understand the significance of prevention of ATM frauds to safeguard the customer's accounts from wide scale of hacking incidents within the country. It covers:

- Managing ATM Security by using CCTV monitoring;
- Creating the sense of purposeful responsibility among the concerned staff to secure the image and reputational risk of the bank;
- Safeguarding depositors from fraudulent transactions;
- Complying with EMV Standards;
- Cyber Crime Act (specific sections only)

CONTENTS

- History of ATM
- How ATM Works
- Advantages & Disadvantages
- How to Deal with Settlement Cases
- ATM Frauds – Its Causes
- Tools & Techniques
- SBP Regulation on Payment Card Security
- Contactless Payment Solutions
- PCI vs EMV Standards
- Types of ATM Frauds
- How to Protect yourself from ATM Fraud
- SBP Payment System

WHO SHOULD ATTEND?

- ATM Controller/E-banking/ADC/ATM Support of Branches
- Customer Support/Call Center Staff/Compliant Management Units
- Staff from Inter Branch/Nostro Accounts Reconciliation Unit
- Audit, Internal Control Officers and Branch Compliance Officers

FACILITATOR

Mr. Zeeshan Nadeem

A performance driven associate with over 17 years of experience in the Private & Banking sector, Mr. Nadeem has substantial experience in Inquiries & Investigation of white-collar, transactional & organized crimes such as money laundering, financial crimes and banking frauds/forgeries. He has pertinent understanding of banking products & policies in Consumer Finance, Retail Banking & Credit Cards with in depth knowledge of Branch Operations Policies & Procedures. He is a specialist in Fraud Prevention, Detection, Investigations and Operational Risk. He is currently working with Silk Bank as Regional Manager Fraud Risk Management Unit North and bears rich experience in areas of Fraud at operational, investigation, reporting & resolution levels. He provides awareness related to the subject area at various levels. Prior to his current employer, he has worked with NIB, MCB, UBL and ABN-Amro. Mr. Nadeem is Masters and Bachelors in Computer Sciences from Preston University Islamabad.

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**5%
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