






Wednesday, 20 <sup>th</sup> May						
08:00	<b>Registration Open</b>					
	<i>Studio 311/312</i>		<i>Studio 314/316</i>		<b>SITE VISITS – Meet Outside – 08:30</b>	
09:30 – 12:30	<b>PAYMENTS 101</b> David Redmond – INDITEX Kevin Smith – KS CONSULTING	<b>FRAUD 101</b> Edoardo Fiorentini - EBAY	<b>EUROPEAN COMMISSION</b> Markus Bergthaler – MRC TBD – EUROPEAN COMMISSION (pre-registration required)		<b>MERCHANT SITE VISIT</b> Selected merchants only	
12:30 – 14:00	<b>Networking Opportunity – Boxed Lunch</b> <i>Hall 100</i>					
<b>CRASH COURSES</b>					<b>CARD BRAND NEWS</b>	<i>Grand Hall 2</i>
	<i>Studio 311/312</i>	<i>Studio 314/316</i>	<i>Studio 313/315</i>	<i>Hall 300</i>	<i>Copper Hall</i>	
14:00 – 15:15	<b>OMNICHANNEL</b> Martijn Cornelissen – RITUALS Jean-Marc Thienpont – ADYEN	<b>SEPA</b> Celine Delaby & Salmon Aymeric – LOKEO Jeremy Altman – SLIMPAY	<b>PCI &amp; TOKENIZATION</b> Jeremy King – PCI COUNCIL	<b>MOBILE PAYMENT &amp; WALLET</b> Dejan Rikic – BADOO	<b>VISA EUROPE</b> Peter Bayley – VISA EUROPE (14:00 – 14:55)	Exhibitor Set Up (14:00 – 19:00)
15:15 – 15:30	Transition Break				<b>MASTERCARD</b> Anneli Kruger Hilm – MASTERCARD (14:55 – 15:50)	
15:30 – 16:45	<b>DIGITAL CURRENCY</b> Erik Meierhoff – RAKUTEN Akif Khan – BITNET	<b>CHARGEBACKS</b>	<b>SECURITY PRE &amp; POST BREACH</b> Pete Pouridis – INDEPENDENT CONSULTANT	<b>HOW TO DERIVE THE BEST PERFORMANCE OUT OF YOUR PROCESSORS</b> Jüri Laur - SKYPE	<b>AMERICAN EXPRESS</b> Joy Przewczek & Alan Tant – AMERICAN EXPRESS (15:50 – 16:45)	
16:45 – 17:15	<b>Beverage Break</b> <i>Copper Foyer</i>					
<i>Copper Hall</i>						
17:15 – 19:00	<b>IGNITE! THE BEST SOLUTION PROVIDERS OF THE INDUSTRY IN 4 MINUTES EACH</b> PAYMENTS (PART 1) FRAUD PREVENTION (PART 2)					
19:00 – 20:30	<b>MRC Congress Opening Reception</b> <i>Grand Hall 2 – Exhibit Hall</i>				Sponsored by <b>ThreatMetrix</b>	
22:30 ONWARDS	<b>Join the MRC at the Delirium Café. The Place to Beer!</b>					

Thursday, 21 May						
08:00	Registration Open		Welcome Coffee <i>Exhibit Hall</i>		CyberSource® <i>the power of payment</i>	
<i>Copper Hall</i>						
08:45 – 09:30	<b>OFFICIAL OPENING: YOU ARE HERE!</b> Consi – SKYPE and Nicolas Vedrenne – MRC					
09:30 – 10:15	<b>MEET 500 PEERS</b> Consi – SKYPE and Nicolas Vedrenne – MRC					
10:15 – 11:00	<b>KEYNOTE SPEAKER</b>				Sponsored by 	
11:00 – 11:30	Coffee Break <i>Exhibit Hall</i>		CyberSource® <i>the power of payment</i>			
	<i>Copper Hall</i>	<i>Hall 400</i>	<i>Studio 311/312</i>	<i>Studio 314/316</i>	<b>DISCUSSION TABLES</b> <i>Studio 313/315</i>	<b>MEETING ACTIVITIES A</b> <i>Exhibit Hall</i> See Schedule Page 35
11:30 – 12:15	<b>FUTURE OF RETAIL</b>	<b>COST OF FRAUD CALCULATOR</b> Markus Berghthaler - MRC Eido Gal - Riskified	<b>DEBT COLLECTION IN EUROPE – A FAIRYTALE OR A NIGHTMARE?</b> Prof. Dr. Eckhard Marten – INTERNATIONAL SCHOOL OF MANAGEMENT	<b>CROSS BORDER SALES AND PAYMENTS IN RUSSIA</b> Adrien Henni – EAST WEST DIGITAL NEWS	<b>NEW REGULATIONS</b>	
12:15 – 12:30	Transition Break					
12:30 – 13:15	<b>FUTURE OF MOBILE PAY</b>	<b>MANUAL REVIEW OPTIMIZATION</b>	<b>DATA PROTECTION &amp; FRAUD PREVENTION</b> Cedric Bourgeois – CNIL (FRENCH DATA PROTECTION AGENCY)	<b>PAYMENTS SERVICES DIRECTIVE (PSD2)</b> Ruwan De Soyza - WORLDPAY	<b>FOCUS GROUP GOVERNMENT AFFAIRS</b>	
13:15 – 14:45	<b>Networking Lunch</b> <i>Exhibit Hall</i>					
<i>Copper Hall</i>						
14:45 – 15:30	<b>KEYNOTE SPEAKER</b>					
15:30 – 15:45	Transition Break					
	<i>Copper Hall</i>	<i>Hall 400</i>	<i>Studio 311/312</i>	<i>Studio 314/316</i>	<b>DISCUSSION TABLES</b> <i>Studio 313/315</i>	<b>MEETING ACTIVITIES B</b> <i>Exhibit Hall</i> See Schedule Page 35
15:45 – 16:30	<b>FUTURE OF PAYMENTS</b> Danielle Nagao (moderator) – MRC Neil Hawkey – EPOCH Gabe McGloin – CHASE PAYMENTECH Mark Fleming – WORLDPAY Jacqueline Hart – GLOBAL COLLECT	<b>DIGITAL CURRENCY TECHNIQUES</b> Erik Meierhoff – RAKUTEN Akif Khan – BITNET	<b>FRAUD CASE STUDY</b> Phil Mead – DIXONS CARPHONE Catherine Tong – ACCERTIFY	<b>BRAZIL &amp; LATIN AMERICA</b> Jason Keiles – BUSUU Philipp Bock – ALLPAGO	<b>SEPA ACCEPTANCE</b> Jeremy Altman – SLIMPAY	
16:30 – 17:00	<b>Refreshment Break</b> <i>Exhibit Hall</i>					
17:00 – 17:45	<b>FUTURE OF FRAUD</b> Danielle Nagao (moderator) – MRC Catherine Tong – ACCERTIFY Chris Thomas – 41 <sup>ST</sup> PARAMETER Jackie Barwell – ACI WORLDWIDE Eido Gal – RISKIFIED Neil Caldwell - CYBERSOURCE	<b>RE-BILLING LOGIC</b> Gill Wells – BADOO	<b>MERCHANT SPOTLIGHT WINNER</b> Stephen Mofatt - BETFAIR	<b>FRENCH MARKET</b> Dejoue Sebastien (moderator) – VOYAGES-SNCF Gregorie Seneclaude – WORLDLINE Suzanne Pholasa – RENTABILWEB/BE2BILL Alexandre Arcouteil – FIA-NET	<b>CREDITING VS CHARGEBACK</b>	<b>MEETING ACTIVITIES B</b> <i>Exhibit Hall</i> See Schedule Page 35
17:45 – 18:00	Transition Break					
<i>Copper Hall</i>						
18:00 – 18:45	<b>YOU ARE THE WEAKEST LINK</b> Oliver Eckel – COGNOSEC and Jens Bader – SECURE TRADING					
18:45 – 19:30	Break and Transfer to Reception Venue					
19:30 – 21:00	<b>Networking Reception - Centre Belge de la Bande Dessinée</b> <i>(Belgian Comic Strip Center, Comics Art Museum)</i> <i>Rue des Sables 20, 1000 Ville de Bruxelles</i>				Sponsored by 	
22:30 ONWARDS	<b>Join the MRC at the Delirium Café. The Place to Beer!</b>					

Friday, 22 May							
08:00 – 09:00	<b>Welcome Coffee</b> <i>Exhibit Hall</i>						
<i>Copper Hall</i>							
09:00 – 09:45	<b>METAWARDS WINNERS</b> Winner: Zach Walker – RIPPLESHOT Finalists: Carolina Giudici – ALLPAGO INTERNATIONAL Felix Robert Eckhardt – RISK IDENT Winner: Natia Golan - BIOCATCH Finalists: Lizzy Bates – ADYEN Christine Penwell – AGARI						
09:45 – 10:30	<b>MRC GLOBAL FRAUD SURVEY RESULTS</b> Lizl Cullagh – TRAVIAN GAMES GMBH Christos Georgousis – TRAVELPLANET24 Pascal Burg – EDGAR DUNN & COMPANY						
10:30 – 10:45	Transition Break						
	<i>Copper Hall</i>	<i>Hall 400</i>	<i>Studio 311/312</i>	<i>Studio 314/316</i>	<b>DISCUSSION TABLES</b> <i>Studio 313/315</i>	<b>MEETING ACTIVITIES C</b> <i>Exhibit Hall</i> See Schedule Page 35	
10:45 – 11:30	<b>THE ROLE OF NATIONAL SCHEMES IN THE PAYMENT CARD INDUSTRY</b> Interview of Carmen Carnero – SERVIRED	<b>DYNAMIC 3DS</b> David Redmond – INDITEX Neil Caldwell – CYBERSOURCE Tim Sherwin – CARDINAL COMMERCE	<b>TAX MANAGEMENT</b> Mark Gerban – INNOGAMES Kevin Boland – AVALARA	<b>GERMANY</b> Simone Thonn (moderator) – ADIDAS Richard Jan Florian – ARVATO Andrea Wippermann – CONCARDIS Nicole Campbell – B+S CARD SERVICE	<b>GLOBAL FRAUD SURVEY</b> Markus Bergthaler – MRC Pascal Burg – EDGAR, DUNN & COMPANY		
11:30 – 12:00	<b>Coffee Break</b> <i>Exhibit Hall</i>						
12:00 – 12:45	<b>ISSUERS MERCHANTS RELATIONSHIP STUDY RESULTS</b>	<b>EUROPOL ACTION FOR RETAILERS</b> Katie Fiander – EUROPOL Robert Deutsch – ZALANDO	<b>ALTERNATIVE PAYMENT METHODS</b>	<b>UNITED STATES</b> Markus Bergthaler – MRC	<b>KPI IN DEPTH</b> Zoe Watson – DECKERS Franz Guttenberger, OMNIGA		
12:45 – 13:00	Transition break						
<i>Copper Hall</i>							
13:00 – 13:30	<b>KPI PROJECT RESULTS</b> Zoe Watson – DECKERS and Franz Guttenberger, OMNIGA						
13:30 – 15:00	<b>Networking Lunch</b> <i>Exhibit Hall</i>						
	<i>Hall 400</i>	<i>Studio 311/312</i>	<i>Studio 314/316</i>	<b>DISCUSSION TABLES</b> <i>Studio 313/315</i>			
15:00 – 15:45	<b>MANAGING UP: GAIN SUPPORT. ACHIEVE SUCCESS</b> Consi – SKYPE	<b>A CREDIT CARD WALKS INTO A BAR: CHECKOUT OPTIMIZATION IN ECOMMERCE</b>	<b>ACCOUNT TAKEOVER</b> Scott Adams – RIOT GAMES	<b>UNITED KINGDOM</b> Cheryl Urquhart - TELEFONICA			
15:45 – 16:00	Transition Break						
16:00 – 16:45	<b>HOW TO GET BUDGET APPROVED</b> Son Nguyen – VENUE-PRIVEE	<b>EXCHANGE RATE MANAGEMENT</b> Taavi Tamkivi - TRANSFERWISE	<b>SESSION REPLAY</b>	<b>BIOMETRICS OR MACHINE LEARNING</b>			
16:45 – 19:00	<b>Farewell cocktail</b> Enjoy a Belgian farewell beer with us or join us for a walking tour through beautiful Brussels (limited spots). <b>Kindly confirm your choice at registration</b>				Sponsored by 		

ROOM #	MEETING ACTIVITES A THURSDAY 21ST: 11:00 - 13:15 MEET WITH:	MEETING ACTIVITES B THURSDAY 21ST: 15:30 - 18:00 MEET WITH:	MEETING ACTIVITES C FRIDAY 22ND: 10:30 - 13:00 MEET WITH:
MRC 1	MEET LAST SESSION SPEAKER	MEET LAST SESSION SPEAKER	MEET LAST SESSION SPEAKER
MRC 2		MEET WITH FRENCH DATA PROTECTION AGENCY (CNIL) Cédric Bourgeois - CNIL (FRENCH DATA PROTECTION AGENCY)	MRC EVENT SPONSORS BOOKINGS Jenny Kieffer - MRC
MRC 3	SPEAKER SUPPORT Jorge Conde - MRC	SPEAKER SUPPORT Jorge Conde - MRC	SPEAKER SUPPORT Jorge Conde - MRC
MRC 4	EUROPOL Robert Deutsche - ZALANDO Katie Fiander - EUROPOL	MEET WITH SERVIRED Carmen Carnero - SERVIRED	MEET WITH VISA EUROPE Peter Bayley - VISA EUROPE
MRC 5	BENCHMARKING COMMITTEE MEETING Lizl Keirsgjeter - TRAVIAN GAMES	PRESS INTERVIEWS	MENTOR MEETING
MRC 6	GERMANY Markus Schulz - ZALANDO Christin Burmeister - ZALANDO	PHYSICAL GOODS	RUSSIA Adrien Henni - EWDN
MRC 8	MRC MEMBERSHIP Michael Jefferson - MRC Linda Porath - MRC	MRC MEMBERSHIP Michael Jefferson - MRC Linda Porath - MRC	MRC MEMBERSHIP Michael Jefferson - MRC Linda Porath - MRC
MRC 9	MEET WITH MRC ADVISORY BOARD AND CEO Danielle Nagao - MRC	TRAVEL & TICKETING Christos Georgousis - TRAVEL PLANET 24	PRESS INTERVIEWS
MRC 11	UNITED KINGDOM Phil Mead - DIXONS CARPHONE	GAMING/GSA Mark Gerban - INNOGAMES	
MRC 12	EAB CANDIDATE INTERVIEWS	EAB CANDIDATE INTERVIEWS	EAB CANDIDATE INTERVIEWS
MRC 13	FRANCE Son Nguyen - VENUE-PRIVEE		MEET with AMERICAN EXPRESS Alan J. Tant - AMERICAN EXPRESS Joy C. Przeczek - AMERICAN EXPRESS
MRC 14	MENTOR MEETING	MENTOR MEETING 2	MEET with MASTERCARD Anneli Kruger Hilm - MASTERCARD
MRC 15		UNITED STATES Markus Bergthaler - MRC	PCI NEW RELEASE Jeremy King - PCI COUNCIL
MRC 16		MENTOR MEETING 1	MEET with PAYPAL Rasha Lashin - PAYPAL