Agenda

08:00 – 09:00 **Arrival and Networking Coffee**

09:00 – 10:00 **A deep dive into the Regulatory Technical Standards on Customer Due Diligence**

A practical walkthrough of the RTS on CDD under the new EU AML framework. The session will cover what information must be collected and verified, how simplified and enhanced measures will be applied, and where current PMLFTR and FIAU Implementing Procedures practices will need to change. It will also cover what this overhaul will mean for gaming operators' onboarding and ongoing monitoring processes.

Martina Mifsud, Head of Risk and Compliance Advisory – ARQ Group

10:00 – 10:10 **Beyond the Red Flags: Connecting the Dots in Gaming Compliance**

Building on FATF's September 2026 paper on the risks of gaming and gambling, this session will explore how operators can move beyond fragmented KYC, AML and fraud controls towards a more connected, risk-based approach. This session will look at how orchestration can bring together different risk signals throughout the customer lifecycle, enabling smarter decisions, stronger compliance and a better player experience.

Gabriela Potts, Lexis Nexis Risk Solutions Ltd

10:10 – 10:35 **How will your Business Risk Assessment change following the AML Package Guidelines**

A focused look at how the new EU AML package and its supporting guidelines will reshape the business-wide risk assessment. Topics covered will include methodology, risk factors, data expectations and documentation, with practical pointers on what gaming operators should start revisiting now.

Malcolm Wallbank – Manager , ARQ Group

10:35 – 11:05 **Networking Break**

11:05 – 12:05 **The Universe of Crypto**

A tour of the crypto-asset landscape, explaining how the main types work and how they differ: Bitcoin and other native cryptocurrencies, stablecoins, utility and security tokens, NFTs and privacy coins. The session will explain the technology behind each and what sets them apart in design, use and value. It closes with the risks that come with each type, including volatility, anonymity and traceability, and their potential for misuse in fraud and money laundering.

Dr Ioannis Revolidis

12:05 – 12:20 **The Global Data Lens: Unlocking Player Intelligence for Risking and Retention**

This session explores how cross-industry intelligence can help operators move beyond traditional monitoring controls to making smarter commercial decisions: reducing unnecessary friction, optimizing acquisition costs, identifying hidden opportunities and risks, even in the most heavily regulated markets.

Renata Kozak, Lexis Nexis Risk Solutions Ltd

12:20 – 12:30 **Easy for Players, Hard for Fraudsters: Rethinking Player Onboarding**

This session will explore why operators no longer need to choose between conversion and protection. We will look at how fraud at onboarding is evolving, what it means for player acquisition and compliance in regulated markets, and how operators can design a journey that is easy for genuine players and hard for fraudsters.

Vinicius Vargas, Lexis Nexis Risk Solutions Ltd

12.30 -13:00 **POP QUIZ**

A fun, interactive, lighthearted quiz that tests attendees on their financial crime compliance knowledge.

Charlene Grech, Senior Manager – ARQ Group

13:00 – 14:00 **Closing Remarks and Networking Lunch**