



## Agenda

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- 09:00 – Registration
- 09:30 – Guest Speaker  
[Geoff White](#)
- 10:30 – Tea/Coffee Break
- 10:45 – The True Cost of Identity Theft  
*Michiel Lely, VP Practices, Verint Systems*
- 11:30 – Roundtable Discussion
- 12:30 – Lunch
- 13:30 – Identity Authentication and Customer Experience  
*Peter Wilson, Consultant, Verint Systems*
- 14:15 – Tea/Coffee Break
- 14:30 – Analysts, Research and Real-Life Benefit Realisation of Identity Authentication  
*Steve Williams, Vice President of Business Strategy for Identity Analytics at Verint Systems*
- 15:30 – Wrap up
- 16:00 – Close

### **Location**

Shakespeare's Globe  
21 New Globe Walk  
Bankside  
London SE1 9DT

We look forward to seeing you there!