



CONFERENCE

FRAUD INVESTIGATION TECHNOLOGY - 2



ASSOCIATION of CERTIFIED FRAUD EXAMINERS

Toronto Chapter (ACFE TORONTO)

WWW.ACFETORONTO.CA

&

COUNCIL OF PROFESSIONAL INVESTIGATORS OF ONTARIO (CPIO)

WWW.CPIONTARIO.CA

Wednesday April 5, 2017 (One Day)

7:45 am (Registration) to 4:30pm

Location: BMO INSTITUTE FOR LEARNING

3550 Pharmacy Ave. Toronto, ON M1W 3Z3

PRICE: EARLY REGISTRATION (UNTIL MARCH 17, 2017)
MEMBER RATE: \$249 + HST NON-MEMBER RATE: \$279 + HST
AFTER MARCH 17: MEMBER RATE: \$269 + HST NON MEMBER RATE: \$299 + HST

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Choose any Break Out Session you wish to attend

<i>TIME</i>	<i>SESSIONS</i>	
7:45 – 8:15	Registration & Continental Breakfast	
8:15 – 8:30	Welcome	
8:30 – 10:00	Kick off – James Ratley, President ACFE Global – INTERVIEWING AND EVALUATING DECEPTION	
10:00– 10:15	Break	
10:15 – 11:15	Breakout:1 Investigation Survival Tips – Dorian Dwyer	Breakout : 1 Document Examination – Chasing Down the Paper Trail - Diane Kruger
11:15 – 11:30	Mini Break	
11:30– 12:30	Breakout: Did You Screw Up The Investigation? - Ross Dunsmore and Raymond MacKinnon	Breakout: 2 Topic: Building An Online Anti-Fraud Open Source Monitoring Program – Tyson Johnson
12:30 – 1:45	Lunch	
1:45 – 2:45	Michael Akapta – A Case Study in Fraud from Check to Charge to Conviction	
2:45 – 3:15	Break	
3:15 – 4:30	Sarah Bunder – Social Media Investigations – Tools, Tricks & Techniques	
4:30	Adjourn & Network Social Begins	

KEYNOTE SPEAKER
INTERVIEWING PROSPECTIVE WITNESSES &
EVALUATING DECEPTION



JAMES D. RATLEY, CFE
President, Association of Certified Fraud
Examiners, Austin TX

You cannot prepare enough for your interviews. The psychology of deception is very complex and often manifests itself through verbal and non-verbal cues. Learn why observation is critical during the entire investigation but more so during the interviewing process. You will see how the various environmental and psychological factors can enter into the simplest of interviews and also learn that developing the right questions in the right sequence can produce very beneficial results.

BREAKOUT 1
INVESTIGATION SURVIVAL TIPS



**DORIAN DWYER, Senior Investigator/
Provincial Offences Officer, Workplace
Safety & Insurance Board of Ontario
(WSIB)**

You are working on an investigation and have built a solid case with that seems indefensible so what could possibly go wrong? Dorian will discuss the good, bad, and ugly realities of investigation outcomes and offer tips and advice to promote your success and confidence. Case examples will help the audience appreciate these realities from an investigators perspective.

BREAKOUT 1
DOCUMENTATION EXAMINATION: CHASING DOWN THE PAPER TRAIL



DIANE KRUGER LLB JD CD MCSFS

**Forensic Document Examiner / Lawyer /
Deputy Assistant Judge Advocate
General, Central Region, Dept of
National Defence**

You suspect a signature is a forgery, that a fax or invoice is fabricated, that company records have been altered, or that an employee has been writing harassing notes. Learn the many avenues for investigation and the best practices for the collection of specimens. Recognize the applications to your own fraud, forgery, insurance and employment investigations and be on top of the latest trends.

BREAKOUT 2
TOPIC: DID YOU SCREW UP THE INVESTIGATION?



**R. ROSS DUNSMORE,
Dunsmore Wearing LLP**



**RAYMOND MACKINNON,
Dunsmore Wearing LLP**

Legal Standards for Investigations -There have been several court cases which have attacked the quality of investigations and commented on appropriate standards for reports and documentation. Every investigator should know the rules of the legal game to protect the client and ensure investigatory work can be relied upon when the Court hearing or arbitration occurs. This seminar will review some of the cases and draw practical conclusions for doing investigations the right way.

BREAKOUT 2

TOPIC: Building An Online Anti-Fraud Open Source Monitoring Program



**TYSON JOHNSON, MA, CFE, VP-
BrightPlanet**

Summary:

Companies need to understand how to identify Fraud online and how to leverage open source intelligence (OSINT) for ongoing, proactive monitoring. This presentation will leverage case studies across many sectors, and teach how investigators need to think about open source monitoring for effective brand protection.

Abstract:

CFE's and investigators are now comfortable using open sources to collect information 'post-fraud event', looking up the specifics on an identified person or company of concern. What has yet to be leveraged and implemented are the types of open source monitoring programs that watch for indicators of fraud and alert the investigator to its presence. While we have embraced such monitoring programs as an essential component of internal controls in most organizations, CFE's and investigators can join the industry first-movers in achieving the same level of monitoring on external, open source data.

Learning Objectives:

Learn how to develop structured anti-fraud methodology for open source monitoring. Learn how to incorporate anti-fraud monitoring rules to unstructured Web data Learn how open source data, can be structured and visualized into Business Intelligence dashboards for fraud identification. Learn where open source 'Big Data' is going and how to start incorporating this into existing anti-fraud programs

A CASE STUDY IN FRAUD FROM CHECK TO CHARGE TO CONVICTION



MICHAEL AKPATA
Team Leader Public Safety,
Investigations and Counterfraud, IBM

As an investigator, you will encounter different types of frauds that will sometimes require you to change your view of how a fraud is investigated. This session will explore a case study that will demonstrate that the investigation of a “simple” fraud is never simple or easy and provides reasons for you to examine your methodology, evidence handling and thought process of conducting an investigation.

SOCIAL MEDIA INVESTIGATIONS: TOOLS, TRICKS AND TECHNIQUES



SARAH BUNDER, OSINT Specialist,
Investigative Risk Management (IRM)

Sarah will take you through the virtual communities of Social networking where fraud, criminal activity and victimization exists. Investigators need to understand and keep up to date on these ever changing sites. You will learn to:

- Google search for success, narrowing down your results to things that matter,
- Locating social media accounts,
- Locating “deleted information” from social media accounts and webpages,
- Obtaining hidden information from popular social media platforms, and
- Maintaining covert while conducting social media investigations.

ABOUT THE SPEAKERS

KEYNOTE SPEAKER

JAMES D. RATLEY, CFE

President, Association of Certified Fraud Examiners, Austin TX



James D. Ratley graduated from the University of Texas at Dallas, with a Bachelor's Degree in Business Administration. In 1971, he joined the Dallas Police Department as a police officer.

Mr. Ratley was assigned to several police department divisions, including vice, child abuse, and internal affairs. He was a member of numerous department task forces which concentrated on major fraud cases.

In 1986, Mr. Ratley left the police department to join Wells & Associates, a forensic accounting practice, where he was in charge of fraud investigations. He handled investigations regarding internal frauds, conflicts of interest and litigation support. In 1988, he was named Program Director for the Association of Certified Fraud Examiners (ACFE) and oversaw all aspects of the ACFE's training and education programs.

In 2005, Mr. Ratley was awarded the ACFE's Cressey Award, the organization's highest honor. It is bestowed annually for a lifetime of achievement in the detection and deterrence of fraud.

In 2006, Mr. Ratley was named President of the ACFE. In this role, he works to promote the ACFE to the public and other professional organizations and continues to assist in the development of anti-fraud products and services to meet the needs of the ACFE's members. In addition to his executive duties, Mr. Ratley serves as a member of the ACFE's faculty, and teaches regularly at workshops and conferences on a variety of fraud-related subjects.

Mr. Ratley was named One of the Top 100 Most Influential People in Accounting by *Accounting Today* in 2012, 2013 and 2014 with the magazine praising his leadership in a "changing, growing and evolving" accounting landscape. He was also recognized by *Internal Auditor* as a 2014 Outstanding Contributor for his article, "Become a Better Interviewer," published in the magazine's June 2013 issue, and he was selected as one of *Security* magazine's Most Influential Security Executives for 2010.

Mr. Ratley serves as adjunct professor at the University of Texas, where he teaches a masters-level fraud examination course in the McCombs School of Business (Accounting Department). He was also a Visiting Scholar at the University of Nebraska in Lincoln.

Mr. Ratley has been certified as a Master Peace Officer by the Texas Commission on Law Enforcement Standards and Education. He is a member of the Austin Chapter of the ACFE.

**DORIAN DWYER, Senior Investigator/Provincial Offences Officer,
Workplace Safety & Insurance Board of Ontario (WSIB)**



Dorian is a Senior Investigator/Provincial Offences Officer with the Workplace Safety & Insurance Board of Ontario (WSIB). His current role is to investigate allegations of wrongdoing against the WSIB and lay charges where appropriate for violations under the Workplace Safety and Insurance Act.

Prior to joining the WSIB, he was a Police Officer with the Ontario Provincial Police for thirty-one years and was a member of the Anti-Rackets Branch for 14 years. He joined the OPP in 1985 and worked as a uniform officer in a variety of capacities and locations for 17 years before his transfer to Anti-Rackets Branch in 2003. There

he investigated economic crime and corruption cases and in 2008 joined the Health Fraud Investigations Unit. In 2014 he became the Commander of that Unit.

During his tenure in Anti-Rackets Branch he has investigated and/or case managed many major economic crime offences, corruption cases, and health fraud cases (including provincial offences) involving millions of dollars in losses.

Dorian graduated from the Law and Security program at Conestoga College in 1984 and in 2011 completed his BSc Criminal Justice, Economic Crime Investigation, with Syracuse University. In 2011 he became a Certified Fraud Examiner with the ACFE.

**DIANE KRUGER, LLB JD CD MCSFS, Forensic Document Examiner/Lawyer/Deputy
Assistant Judge Advocate General, Central Region, Dept. of National Defence**



Diane Kruger has been a forensic consultant since 1987, and was employed prior to that by the Centre of Forensic Sciences in Toronto. Ms. Kruger's expertise involves the examination and comparison of handwriting and signatures, deciphering erased, obliterated or indented writing, identifying printing processes and mechanical impressions, and ink and paper examinations. She has completed training and testing in Canada, England and the U.S. and has testified as an expert witness on numerous occasions.

R. ROSS DUNSMORE, DUNSMORE WEARING LLP



Ross Dunsmore has pretty much done everything a labour lawyer can do! Generally, he helps employers get it right the first time, with preparation and strategy. He strongly believes that The Best Defense is a Good Offence. Over his career, he has been a leading advocate for municipalities across Ontario in their bargaining, particularly with fire fighters.

Ross has worked with many employers on proper procedures to avoid third party intervention. His practice encompasses analysis and resolution of work place disputes; from grievances and human rights complaints to wrongful dismissals. His focus is economical strategies to avoid expensive disputes. Creative approaches to problems are a hallmark of his advice.

Ross obtained his Honours B.A. from McGill University in 1970 and his LL.B. from Queen's University in 1973. He joined Hicks Morley as their first law student in 1973 and was admitted to the bar in 1975. Throughout his distinguished career, Ross has practiced exclusively management labour relations law and is well-known in that field. He developed specialties in change management, reorganization, amalgamations and contracting out issues.

In 2006, Ross Dunsmore opened his own law practice, Dunsmore Law. He continues to be a sought after lecturer across Ontario on Human Resource subjects like:

- Master Bargaining
- Police/Fire Compensation
- Attendance Management Cost Control
- Being Responsible!
- What Small Employers Need to Know
- Managing in a Union Environment

In 2013, he joined Paul Wearing in a partnership that brings together almost 100 years of management experience among the 5 lawyers involved.

Ross Dunsmore is counsel to the Council of Private Investigators of Ontario (CPIO).

**RAYMOND MACKINNON, BA (HONS), MA, JD (student at law),
DUNSMORE WEARING LLP**



Raymond joined Dunsmore Wearing LLP as a Student-at-Law in 2016. He completed his JD at Western University. At Western Law, Raymond held the position of Editor-in-Chief of the Western Journal of Legal Studies and worked as a Research Assistant to Professor Richard McLaren.

Raymond has assisted clients at administrative tribunals including Employment Standards, Canada Labour Code unjust dismissal proceedings, and the Ontario Labour Relations Board. He has argued in the Ontario Superior Court of Justice, and assisted lead counsel in *Wilson v Atomic Energy of Canada Ltd.* at adjudication, the Federal Court, Federal Court of Appeal, and Supreme Court of Canada.

Prior to law school, Raymond completed a Master of Arts in Science and Technology Studies at York University and a Bachelor of Arts (Honours) in History at Queen's University.

TYSON JOHNSON, MA, CFE, VP - BrightPlanet



Tyson is a seasoned risk management executive. He started his career as an Intelligence Officer for the Government of Canada, working both Counter Terrorism and Counter Intelligence. Tyson has built corporate security programs for TD Bank Financial Group and enterprise risk management programs for Celestica Inc as well as ATS Automation.

Over the past 18 years, Tyson has conducted security and investigations actions around the globe – supporting operations in Asia, Europe, North and South America, and had the opportunity to lecture and train in many more countries. He is a Certified Fraud Examiner and obtained his Masters in International Law and Diplomacy from the Fletcher School at Tufts University.

At BrightPlanet, Tyson is helping companies leverage open source data for insights to fight fraud, both in predictive analytics, as well as claims investigations.

MICHAEL AKPATA, Team Leader Public Safety, Investigations and Counterfraud, IBM



Michael Akpata most recently joined IBM Canada as the Team Lead Public Safety, Investigations, & Counter Fraud after serving 20+ years with the Windsor Police Service in Windsor Ontario. Then Senior Constable Akpata was recently assigned to the Financial Crimes and Arson Unit where he served as both an Arson and Fraud investigator. Mike specialized in power of attorney fraud and financial crimes against seniors. He has also investigated, and secured convictions in various fraud related offences including corporate, individual, credit card and a number of ponzi schemes. Mike has had a diverse career with the Windsor Police Service which has seen him assigned to drugs and gangs, break and enter, training branch, and uniform patrol. For 4 years he was the Ontario Police Memorial Sergeant Major, and had been the Windsor Police Honour Guard Sergeant Major since 1998.

As a Windsor Police Officer Mike has been recognized and has received a number of awards including the Queen's Diamond Jubilee Medal, the Neal Jessop award for excellence and the Senior Constable John Atkinson Memorial Award.

Mike retired from the Canadian Armed Forces primary reserve with 26 years of service. In 2007 he served in Afghanistan with 2nd battalion Royal Canadian Regiment where he received both the Taskforce Commander's Commendation, and the Area Commander's Commendation. Mike stays active with veteran's affairs and is currently the Vice President of the Afghanistan Veteran's Association of Canada.

In 2014 Mike was elected to the position of Councillor for the Town of LaSalle where he resides with his wife Sheri and his 2 children Reece and Regan.

Mike is active in volunteering with the LaSalle Sabres minor club and coaches both of his children's hockey teams. He is the Prevention Services Coordinator for two local hockey teams, the LaSalle Vipers, and the Lakeshore Canadiens.

SARAH BUNDER, OSINT SPECIALIST, INVESTIGATIVE RISK MANAGEMENT, IRM



Sarah Bunder is an OSINT Specialist who has been trained by a former FBI Cyber Crime Specialist. Sarah uses state of the art programs and technology that enables her to perform detailed social internet presence searches and digitally preserve the findings