



MERCHANT ACQUIRERS' COMMITTEE  
**2017 Mid-West Regional Meeting**  
**November 14, 2017**

<b>Thursday, November 14, 2017</b>	
<b>Registration &amp; Beverage Service</b> – Sponsored by 	8:15 – 9:00 AM
<b>Opening Remarks</b> Jim Bibles, Vice President - Aperia	9:00– 9:15 AM
<b>MasterCard Guidance for Business Risk Assessment and Mitigation (BRAM) Program Compliance– Industry trends and significant enforcement actions</b> Jeff De Petro, Business Leader, Franchise Development – Customer Performance Integrity - MasterCard	9:15 – 10:00 AM
<b>Legal Trip-Ups – Why Contracts and Procedures are Important From a Loss Perspective</b> Ellen Berge, Partner - Venable	10:00 – 10:45 AM
<i>Break</i> – Sponsored by 	10:45 – 11:30 AM
<b>Understanding Your Organizations Risk Objectives and Building the Infrastructure to Support Them.</b> Brian Dorchester, Chief Operating Officer, First American Payments	11:30 – 12:15 PM
<i>Lunch - Sponsored by Merchant Acquirers Committee</i>	12:15 – 1:15 PM
<b>Chargebacks: Understanding the Impacts of the New Brand Rules and How to Manage Risk in the New Environment</b> Domenic Cirone - Vice President Chargeback Processing - EVO Payments International	1:15 – 2:00 PM
<b>Visa Claims Resolution: Efficient Dispute Processing for Merchants</b> Mark Woelfer – Sr. Director, Back Office Solutions Visa USA	2:00 – 2:45 PM
<i>Break</i> - Sponsored by 	2:45 – 3:00 PM
<b>Tactical Breach – A Review of the operational side of breach management</b> Georgia Stavrakis - Vice President of Merchant Compliance GRC, Heartland Payment Systems/Global Payments	3:00 – 3:45 PM
<b>Round Table – Open discussion on best practices and industry events</b> <i>All Members</i>	3:45 – 4:25 PM
<b>Closing Remarks</b> Jim Bibles, Vice President - Aperia	4:25 – 4:30 PM

\* Agenda is tentative and subject to change without notice.