



# AGENDA

## 2019 CASIU FRAUD CONFERENCE

Tuesday, September 17, 2019 - BMO Institute for Learning, 3550 Pharmacy Avenue. Toronto, Ontario M1W 3Z3

**7:30 am to 8:20 am** – Registration | Trade Show | Breakfast

**8:20 am to 8:30 am** – Welcome Message

**8:30 am to 9:30 am** – **SPEAKER:** NEJOLLA KORRIS

**TITLE:** Words Never Lie but People Do - Detecting deception in everyday communications |

**TOPIC:** Learn the techniques used by FBI profilers. Gathering truthful information is an integral part of any corporate environment. How important is it for us to learn the truth from our employees, managers, and clients? This overview presents how linguistic lie detection is used in business, audit, and investigative areas to help you become more effective in all your business communications. As a session participant, you'll learn the basics of information gathering and how to interpret the information you receive. You'll also learn how linguistic lie detection techniques can be applied to a variety of high-profile media cases to illustrate examples of deception including:

- How to determine if a person is speaking truthfully or untruthfully.
- How often deception is used in the workplace.
- Specific linguistic triggers that indicate deception.
- What types of questions produce the most effective responses?
- How linguistic lie detection is used for human resources, audit, and investigative areas.



**BIO:** Nejolla Korris

Ms Korris is an international expert in the field of linguistic lie detection and social media risk. An internationally sought after speaker Nejolla is constantly in the air often referring to planes as her mode of public transportation.

She is a popular speaker and trainer in lie detection, social media risk, ethics, fraud prevention and investigation, behavioural fraud, social engineering, and organizational justice.

She has taught throughout North America, Europe, the Middle East, Malaysia, Brazil, Singapore, Botswana, Kenya, Tanzania, Uganda, and South Africa. Her clients include corporations, government agencies, law enforcement, and the military.

She is skilled in Scientific Content Analysis (SCAN), a technique that can determine whether a subject is truthful or deceptive. Korris has analyzed documents for fraud, international security, arson, sexual assault, homicide and missing persons' cases, causing some of her clients to dub her the "Human Lie Detector."

Ms. Korris is a frequent presenter for The Institute of Internal Auditors, ISACA, the American Society for Industrial Security, the American Bar Association, the American Institute of Certified Public Accountants, various fraud prevention groups. In May 2012, Ms. Korris gave the keynote presentation at the 45th anniversary of the Department of Law at Carleton University, her alma mater. Her greatest thrill so far was presenting a members only webinar for the Institute of Internal Auditors where a record breaking 6,300 people registered for the event.

Nejolla has a BA in Law from Carleton University. She served as the Chair of the Edmonton Consular Corps and the Honorary Consul to the Republic of Lithuania. Ms. Korris was awarded the Queen's Diamond Jubilee Medal in 2012 for her international work in linguistic lie detection.

**9:30 am to 9:45 am** – Break and Trade Show

**9:45 am to 10:45 am** – **SPEAKER:** JOHN P. DESJARDINS

**TITLE:** Anatomy of Jewellery Insurance fraud

**TOPIC:** Learn about how instinct, diligence, experience and insight can guide private detection of hard to acquire facts sufficient to thwart a fraudulent insurance claim. Hear about real-life cases in jewellery, antiquities and cash-in-transit claims where good private detection has made the difference between an insurer paying out on a questionable claim, and that insurer successfully denying coverage or voiding the policy upon learning and proving the factual elements of the insured's fraud obtained through private detection.



**BIO:** John P. Desjardins

John received his Bachelor of Arts in 1982 from the University of Toronto and Bachelor of Arts with Honours in 1983 from the University of Windsor. He received his Bachelor of Laws in 1986 from Queen's University—Faculty of Law.

John was called to the Bar in 1988, becoming a partner in 1997. John has been a member of the Bar of Ohio since 1991. He specializes in the investigation, claims handling and subsequent litigation of fraudulent insurance claims. John has tried some 44 Superior Court cases and 240 Small Claims Court cases. In addition to trials, John has conducted approximately 3000 examinations under oath in relation to suspect insurance claims. He has also assisted in formation of the Special Investigations Units and the preparation of claims documents for various insurers. John has lectured in various areas of insurance law, including property claims, as well as the handling of special investigations.

**10:45 am to 11:45 am** – **SPEAKER:** WADE DUXBURY & KEVIN DORITY  
York Regional Police, Organized Crime Bureau, Financial Crimes Unit

**TITLE:** Auto Theft and Auto Finance Fraud

**TOPIC:** Financial Crime Related to emerging trends involving vehicle fraud in relation to organized crime.



**BIO:** Detective Constable Wade Duxbury

D/C Duxbury joined York Regional Police in 2009 and served in uniform and investigative services. D/C Duxbury has completed secondments with the Auto Cargo Theft Unit and is currently assigned to the Financial Crimes Unit of the Organized Crime Bureau at York Regional Police. D/C is currently investigating numerous financial crimes involving the fraudulent

purchase of vehicles throughout York Region and just completed work on project "BAIJIN", a joint forces operation with Peel Regional Police and Halton Regional Police.

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**BIO:** Detective Constable Kevin Dority

Kevin Dority is currently an investigator in the Major Fraud unit, which falls under the umbrella of Organized Crime, for the York Regional Police. Throughout his policing career Kevin has worked in a variety of different capacities, including; Uniform patrol and Criminal Investigations Bureau as well as stints in the Auto/Cargo unit, Guns and Gangs unit and the Hold Up unit.

Kevin has provided lectures to Municipal law enforcement agencies as well as private industry on Organized fraud financing groups in Ontario.

Outside of policing, Kevin is a class A licenced automotive technician as well as class A truck and coach technician.

**11:45 am to 12:00 pm** – Announcements and Awards

**12:00 pm to 1:30 pm** – Lunch and Trade Show

**1:30 pm to 2:30 pm** – **SPEAKER:** JOSEPH EASTWOOD

**TITLE:** Using Psychological Science to Improve Investigative Interviewing: Rapport, Memory, and Evidence Presentation.

**TOPIC:** The ability to elicit accurate and detailed information from interviewees is a crucial aspect of an investigator's skill set. Considering the importance of interviewing, it is vital that questioning practices be supported by the latest evidence from psychological science research. This presentation will cover the latest research surrounding three core topics related to effective interviewing – Rapport-Building, Memory Recall, and Presentation of Evidence. Throughout the session both the theoretical aspects of these topics and practical ways to implement them into real-world interviewing situations will be discussed.



**BIO:** Joseph Eastwood

Dr. Joseph is an Assistant Professor in the Forensic Psychology program at the University of Ontario Institute of Technology (UOIT) and holds a Ph.D. in Experimental Social Psychology from Memorial University. His research centers around creating evidence-based investigative interviewing practices,

with a focus on how to improve interviewee recall using memory-enhancing procedures. He has published many peer-reviewed articles in leading forensic psychology journals, presented extensively at both national and international conferences, and has received a number of grants to support his ongoing research. Joseph has also been proactive in ensuring that his interview research findings reach front-line investigators where they can have a practical, real-world impact. He

has established an excellent working relationship with a number of police services in Canada and has worked to help them improve their interview training courses to ensure that they are evidence-based and follow best practices in the field - including being involved in the delivery of such programs. Joseph is a sought-after public speaker on a range of investigative interviewing topics, and regularly delivers engaging presentations to audiences that typically include a range of professionals from investigators, to lawyers and policy makers.

**2:30 pm to 3:30 pm** – **SPEAKER:** JOSEPH STEPHENSON

**TITLE:** Discovering Mobile Data

**TOPIC:** How many of you spend an entire day away from your phone? Do you panic when you can't find it? It's likely one of the top things you make sure you have before you leave the house, right? A mobile phone is a plethora of information, containing all kinds of data on where you've been, what you've purchased, and how you communicate (which isn't always by standard text and phone calls). This presentation will show you how to find important data on a mobile devices, from location information to search histories to receipts. We will discuss how mobile applications work, review some of the most popular ones, learn how to locate profile information, and the limitations when using forensic downloads. We will also discuss privacy issues and why just looking at someone's apps alone could redefine the questions you ask in an interview.



**BIO:** Joseph Stephenson

Joe Stephenson, CIFI, CSMIE, is the Director of Digital Intelligence Solutions for INTERTEL, Inc. and an internationally recognized expert in the field of Social Media and Open Source Intelligence (OSINT). With over 30 years' of investigative experience in both the private and public sectors, Joe spearheads

the development of innovative products for fraud detection and analytics, particularly those that draw from Social Media, Deep Web, and IoT data. Joe is currently the 3rd VP for the Northeast Chapter of IAATI, and a former Board of Director for IASIU, and past President of the New England Chapter IASIU. He is a regular contributor to SIU Today and the AFA newsletter, where he discusses practical online techniques investigators can use in their day to day investigations. You are encouraged to connect with Joe via LinkedIn, and as always, never hesitate to reach out to him with questions you may have at [jstephenson@intertelgo.com](mailto:jstephenson@intertelgo.com).

**3:30 pm to 4:00 pm** – Draws, closing remarks and reminder to fill out the survey that is in packages – leave them on the table or drop them at CASIU desk

### Exhibitors

