

**Inside One Credit Union's Response to Fraud**  
**Virtual Meeting**  
**February 14, 2025**  
**AGENDA**

**11:00 a.m. – 11:15 a.m.**

***Welcome and Opening Remarks***

Michele Plaza, ACUSO Chair and EVP, CLO, CIO  
Granite State Credit Union, Manchester, NH

**11:15 a.m. – 11:45 a.m.**

***Inside One Credit Union's Response to Fraud***

Fraud and financial scams are on the rise. Credit unions strive to stay ahead of fraudsters, managing risk while continuing to improve member services and maintain organizational efficiencies. Representatives of Langley Federal Credit Union in Newport News, VA, will share their proactive approach to combatting account-to-account transaction fraud and other types of fraud, and the metrics and intelligence behind their strategy and findings. They'll share why regular communication across roles and functions is critical to identifying and understanding data trends. Their evolving journey provides us with an essential guide to the holistic mitigation of many various types of fraud.

Mihaela McNeill, Director, BSA & Fraud

Mark Hutchinson, SVP, Enterprise Risk Management and Internal Audit  
Langley Federal Credit Union, Newport News, VA

**11:45 a.m. – 12:00 p.m.**

***Questions and Answers***