



CONDUCT RISK CONFERENCE AGENDA 2025

5-6 MARCH 2025 | INDABA HOTEL

HOT TOPICS



Addressing Conduct Risk from a
Regulatory Standpoint



Compliance heat map:
What keeps CCOs up at night



Omni-CBR 101:
What FSPs should know



Navigating the cyber risk
landscape



Risk management - best
practices in digital asset markets



Managing Non-Financial Risks to
Build Organisational Resilience



Stringent & effective risk management
practices around third-party risks

3RD ANNUAL CONDUCT RISK CONFERENCE 2025



The Conduct Risk Conference is known for bringing together industry experts, thought leaders and compliance professionals to address the latest challenges in conduct risk management.

This year's event will cover regulatory updates, risk management strategies, the conduct regime, and will feature closed-door discussions, speaker Q&As, and networking opportunities with key industry players and decision-makers.

Attendees can expect actionable insights on compliance and conduct risk, including updates on technology and regulatory shifts, enabling them to strengthen their organizations' ethical resilience and alignment.

WHO WILL YOU MEET?

Governance, Risk & Compliance | Operational Risk & Banking Operations | Enterprise Risk Management | Internal Audit & Control | Inspection & Supervision | Fraud & Financial Risk / Crimes | Cyber Crimes and AI specialist | Information Technology & Security | Insurers | Regulatory risk and Regulatory reporting officer



SPEAKERS



Xolisile Khanyile
Director
Langelihle Consulting



Karabo Motaung
Principal Analyst: Advocacy & Stakeholder Relations
Competition Commission



Buyisiwe Hlatshwayo,
Head: Market Conduct and Claims
Guardrisk Group



Jessica Kutumela
Chief Risk Officer
Guardrisk



Nicola Comminos
Chief Risk Officer
Purple Group Limited



Qiniso Mthembu
Chief Risk Officer
JSE



Jaqueline Sibenge
Chief Risk Officer
Old Mutual



Anri Dippenaar
Head of Compliance
Masthead



Tracey Chockalingam
Chief Compliance and Risk Officer
Edge Growth



Portia Twala
Chief Compliance Officer
JP Morgan - Jhb Branch



Shabnam Sablay
Group Chief Compliance Officer
Alexandra Forbes



Pieter Erasmus
Chief Country Compliance Officer
Citibank South Africa and Eastern Africa



Karabo Nemaconde
Chief Compliance Officer
VALR



Keith Sabilika
Senior Fintech Specialist
Financial Sector Conduct Authority



Nolwazi Hlophe
Senior Specialist: Fintec
FSCA



Rianne Potgieter
Chief Executive Officer
Compliance Institute Southern Africa



Shiven Moodley
Chief Operating Officer & Macro Strategist
80eight Group



Francis Nyarai
Chief Executive Officer
Corporate & Institutional Integrity Africa



Kezia Talbot
Senior Specialist
Discovery Limited



Devoshum Moodley-Veera
Experienced Public Sector Executive
South African Government



Kgomotso Makola
Customer Experience Manager
Sasria SOC Limited



Lerato Lamola
Partner
Webber Wentzel



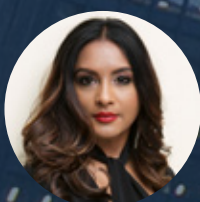
Morena Mokebe
General Manager: Group Fintech Enterprise Risk Management
MTN Group - South Africa



Jashwin Baijoo
Associate Director
Tax Consulting



Adv. Eugenia Mwale
Director
Mwale Legal Services



Anushka
Chief Executive Officer
Risk Insights



Sindiswa Makhubalo
Head: Banks and Payment Providers
FSCA



Thandi Semakale
Senior Manager: FCC
Alexforbes



Kendall Rynders
Experience Champion: Business, Client, User and Employee

WHO YOU WILL MEET

07:45 – 08:50 **Registration**

08:55 – 09:00 Opening remarks

09:00 – 09:45 **CCOs update: Regulatory landscape for compliance – from 2024 to 2025 and beyond**

- What are the current requirements and expectations of Chief Compliance Officers?
- What impact has this had on reporting lines and level of visibility across the business?

- Moderator: Tracey Chockalingam, Chief Compliance and Risk Officer, Edge Growth**
- Portia Twala, Chief Compliance Officer, JP Morgan - Jhb Branch**
- Shabnam Sablay, Group Chief Compliance Officer, Alexforbes**
- Pieter Erasmus, Chief Country Compliance Officer, Citibank South Africa and Eastern Africa**

09:45 – 10:30 Keynote address: Conduct Risk, Culture, and Operational Risk Management: A Regulator's Perspective

- Sindiswa Makhubalo, Head: Banks and Payment Providers, FSCA**

10:30 – 11:15 Climate change risk and the 2025 regulatory landscape for insurers - Balancing regulation with business incentive

- Jessica Kutumela, Chief Risk Officer, Guardrisk**

11:15 – 11:35 Mid-morning break

11:35 – 12:10 Market Conduct and the COFI Bill framework

- Buyisiwe Hlatshwayo, Head: Market Conduct and Claims, Guardrisk Group**

12:10 - 12:55 **Panel discussion: Risk management - best practices in digital asset markets**

- Managing crypto market risks and navigating compliance landscapes today
- Can the industry foster and establish a compliance-focused culture?
- Strategies for crypto firms to mitigate risks amid increased exposure.
- How important is it for risk/compliance professionals to understand a fintech platform's technology, and how can this information be communicated simply for better engagement?

- Moderator: Karabo NemaKonde, Chief Compliance Officer, VALR**
- Keith Sabilika, Senior Fintech Specialist, FSCA**
- Shiven Moodley, Chief Operating Officer & Macro Strategist, 80eight Group**
- Lerato Lamola, Partner, Webber Wentzel**

12:55 – 13:55 Lunch and networking

13:55– 14:30 Taxing Cryptocurrencies: What do new and existing tax frameworks look like and how do they compare?

- Jashwin Baijoo, Associate Director, Tax Consulting**

14:30 – 15:05 Explore the benefits of integrating fraud prevention and AML functions, considering SA's aim to exit the FATF grey list

- Thandi Semakale, Senior Manager: FCC, Alexforbes**

15:05 – 15:20 Afternoon break

15:20 – 16:05 **Panel discussion: Strengthening your customer complaints handling process**

- Resolving complaints within 21 days
- Ensuring whistleblower programs are supported
- Providing an appeal process for complaints
- Regularly communicating the existence and effectiveness of your whistleblowing program to employees, stakeholders, and the public

- Moderator: Kendall Rynders, Experience Champion: Business, Client, User and Employee**
- Devoshum Moodley-Veera Experienced, Public Sector Executive, South African Government**
- Kgomotso Makola, Customer Experience Manager, Sasria SOC Limited**

16:05 – 16:10 Close of conference for day 1

08:00 – 08:55 **Registration**

08:55 – 09:00 Welcoming by the moderator

09:00 – 09:30 Compliance with Competition Regulations: Ensuring Awareness and Integration in Institutional Policies
 • **Karabo Motaung, Principal Analyst: Advocacy & Stakeholder Relations, Competition Commission**

09:30 – 10:00 Omni-CBR 101 – What FSPs should know
 • **Anri Dippenaar, Head of Compliance, Masthead**

10:00 – 10:30 Bribery and corruption: Tackling your firm's vulnerability
 • **Xolisile Khanyile, Director, Langelihle Consultants**

10:30 -10:50 Mid-morning break

AI INSIGHTS

10:50 – 11:35 **Panel Discussion: The Risks of AI In Finance**

- How can the business protect customers from financial crime and scams involving deepfakes and voice cloning?
- Risks from within - How mismanaged AI can jeopardize customer data, increase cyber threats, and reduce business functionality
- What steps can we take to defend the business against AI risks proactively?

- **Moderator: Anushka, Chief Executive Officer, Risk Insights**
- **Nolwazi Hlophe, Senior Specialist: Fintech, FSCA**
- **Morena Mokebe, General Manager: Group Fintech Enterprise Risk Management, MTN Group – South Africa**
- **Bryan McLachlan, Managing Director – Africa, CyborgIntell**

11:35 – 12:20 **Panel Discussion: The Compliance of AI**

- What is it, how do we apply it and why should we care?
- Define and enforce acceptable usage policies throughout the organization
- With numerous AI applications in business, from chatbots to data analysis, how can we maintain high compliance standards across all departments?
- Has AI always been compliant?

- **Moderator: Rianne Potgieter, Chief Executive Officer, Compliance Institute Southern Africa**
- **Francis Nyarai, Chief Executive Officer, Corporate & Institutional Integrity Africa**
- **Kezia Talbot, Senior Specialist, Discovery Limited**

12:20 – 13:20 Lunch and networking

CRO'S SIT DOWN

13:25– 14:10 **CRO Panel discussion: The evolution of risk culture and management: how to get it right?**

- How have the risk culture processes changed in the past few years? What is the room for improvement?
- How are CROs actively anticipating, preparing, and safeguarding your organisation against emerging risks?
- What trends are we seeing emerging as a result?

- **Moderator: Nkateko Mabaso, Chief Risk Officer, BankservAfrica**
- **Qiniso Mthembu, Chief Risk Officer, JSE**
- **Jaqueline Sibenge, Chief Risk Officer, Old Mutual**

14:10 – 14:55 **CRO Panel Discussion: - Managing Non-Financial Risks to Build Organisational Resilience**

- Adapting quickly and effectively to a dynamic work environment
- Addressing critical uncertainties like cyber threats and climate risks
- Applying a risk-focused approach to improve strategic decision-making
- Quantify and integrate non-financial risks into your detective control playbook

- **Moderator: Nicola Comminos, Chief Risk Officer, Purple Group Limited**
- **Adv. Eugenia Mwale, Director, Mwale Legal Services**

14:55 – 15:10 Close of conference

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CONDUCT RISK CONFERENCE

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DELEGATE INFORMATION

Please register the following delegates for the above conference

				Register
Full Name: _____	Designation: _____	Email: _____	Cell No: _____	P <input type="checkbox"/> V <input type="checkbox"/>
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Full Name: _____	Designation: _____	Email: _____	Cell No: _____	P <input type="checkbox"/> V <input type="checkbox"/>
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Full Name: _____	Designation: _____	Email: _____	Cell No: _____	P <input type="checkbox"/> V <input type="checkbox"/>

Department: _____ *P = Physical *V=Virtual

Company Name: _____ Company VAT no: _____

Company Tel: _____

Person dealing with accounts: _____ Designation: _____ Email: _____

Mobile Number: _____ Postal Address: _____

REGISTRATION DETAILS

• Normal physical registration fee: R8 000p.p.

• Normal virtual registration fee: R4 500 p.p.

Email: thunile@umbonososa.co.za

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- An invoice will be issued upon receiving the registration form.
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- Substitution of registrations may be made at any time up to the Conference start date
- We respect your right to privacy and therefore aim to ensure that we comply with the legal requirement of the POPI Act which regulates the manner in which we collect, process, store, share and destroy any personal information which you have provided to us.
- Umbono reserve the right to make necessary changes to the programme, speakers, venue or the dates should the need arise.

NB: I hereby acknowledge that I have read and understood all the terms and conditions of registration, and have the authority to approve the registration

Full amount to be paid: _____ (Inc. VAT) Date: _____

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