

SCAM SURVIVOR DAY

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Presented by:



Hosted by:



Scam Survivor Day Coalition partners:



2025 AGENDA

9:00 am Breakfast/Networking

9:15 am **Welcome**
Mel Lanning, Executive Director,
BBB Institute for Marketplace Trust

9:20 am **Opening Remarks**
Parag Shah, Chief Ethics Officer,
Nationwide / BBB Institute Board Chair

9:25 am **Legislative Keynote**
U.S. Representative **Glenn Ivey** (Maryland)

9:45 am **Special Guest Speaker**
Dr. Trina Clayeux, Chief Executive
Officer, Give An Hour

9:55 am **PANEL DISCUSSION: Understanding Survivor Needs**

- **Emi**, Fake check scam survivor
- **Kelly**, Romance scam survivor
- **Jennifer**, Investment scam survivor
- **Renée Williams**, CEO, National Center for Victims of Crime, Moderator

10:50 am **DEMO: BBB Scam Survival Toolkit**
Mark Batchelor, Senior Director,
BBB Institute for Marketplace Trust

10:55 am **PANEL DISCUSSION: Programs Making a Difference**

- **Meghan Conratt**, Restoring Trust, BBB Great West + Pacific
- **Joanna Plichta Boisen**, Scam Justice Legal Clinic, Davis Wright Tremaine LLP, Amazon, Pro Bono Institute, and BBB Institute for Marketplace Trust
- **Renée Williams**, Advocate Academy, National Center for Victims of Crime
- **Abigail Bishop**, Head of External Relations, Scam Prevention, Amazon, Moderator

11:50 am **Closing Remarks/Thank You**

- **Travis Moseley**, Senior Director, Fraud Investigations/Risk Management, Capital One
- **Abigail Bishop**, Head of External Relations, Scam Prevention, Amazon
- **Mel Lanning**, Executive Director, BBB Institute for Marketplace Trust

12:00 pm **Scam Justice Legal Clinic reception**

1:00 pm **Event Concludes**

NATIONAL SCAM SURVIVOR DAY



BBB® established National Scam Survivor Day, to be recognized each year on the second Thursday in May.

On this date, we recognize the brave people who are reporting their experiences to benefit others and to help us identify and stop scammers. The purpose of Scam Survivor Day is to uplift all scam survivors around the globe for coming forward to tell their stories. Their voices are helping to combat the stigma that keeps people from seeking the guidance and assistance they deserve. We champion their bravery and resilience.

BBB® welcomes all fraud-fighting organizations and the public to join us in honoring their courage and serving the needs of all scam survivors.

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“I think the greatest wealth of information that we have, today, is each other. Everyone’s experiences actually build a great wealth of help for one another. So, for us, I ... encourage you, if you’re struggling - ask, speak, don’t hold it in. **Don’t be embarrassed about being scammed because you never know what the next person is going through.** And what you’re going through could, essentially, encourage another person who may be a victim as well.”

— Scam Survivor

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