



Securing Digital India: Rethinking Phone Identity Intelligence for BFSI Fraud Prevention



Securing Digital India: Rethinking Phone Identity Intelligence for BFSI Fraud Prevention 30th July 2026 at Hilton Mumbai Airport

The exclusive CXO Roundtable on "Securing Digital India: Rethinking Phone Identity Intelligence for BFSI Fraud Prevention" brought together senior leaders from the banking, financial services, insurance, and technology sectors to discuss the growing challenges of digital fraud and the need for innovative identity-driven security solutions.

The session explored how phone identity intelligence is transforming fraud prevention by enabling organizations to detect risks earlier, strengthen customer verification, and enhance trust across digital channels. Discussions focused on emerging fraud patterns, including SIM swap attacks, account takeover, synthetic identity fraud, phishing, and OTP manipulation, while highlighting the role of AI, real-time analytics, and risk intelligence in enabling proactive fraud detection.

The roundtable encouraged open dialogue and peer-to-peer knowledge sharing, allowing participants to exchange practical experiences, implementation strategies, and best practices. The session concluded with a shared understanding that collaboration among financial institutions, telecom providers, and technology partners is essential to building a secure, resilient, and trusted digital ecosystem for India's rapidly evolving financial services sector.

About Proximus Global & Route Mobile

Cloud communications and digital identity solutions, enabling enterprises to securely connect, engage, and authenticate customers across global markets. With a strong presence in messaging, voice, email, verification, and identity services, the organization helps businesses deliver trusted digital experiences at scale.

Leveraging advanced communication platforms and phone identity intelligence capabilities, Proximus Global and Route Mobile empower organizations—particularly in the BFSI sector—to strengthen fraud prevention, enhance customer verification, reduce digital risks, and improve operational efficiency. Their solutions support secure customer engagement while enabling enterprises to navigate the evolving landscape of digital transformation with confidence.

Event Overview

- Venue: Hilton Airport, Mumbai
- Date: Thursday, 30th July 2026
- Time: 6:00 PM – 8:30 PM (followed by Networking Dinner & Cocktails)

The evening began with guest registrations and pre-networking interactions, allowing leaders to connect and exchange perspectives. This was followed by an opening note and introductions, setting the context for the evening's discussions.

The event concluded with closing remarks, a group photograph, and an extended networking dinner and cocktails—enabling deeper conversations and relationship building among industry leaders.

Key Leadership Conversations

During the roundtable, industry leaders engaged in insightful discussions on the evolving fraud landscape and the future of secure digital banking. The key themes explored included:

- The rising sophistication of fraud techniques, including SIM swap fraud, account takeover, phishing, OTP manipulation, and synthetic identity fraud.
- The growing role of phone identity intelligence in strengthening fraud prevention and enhancing digital trust across the BFSI ecosystem.
- Leveraging AI, machine learning, and behavioral analytics to improve real-time fraud detection and risk assessment.
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- Balancing robust security measures with frictionless customer experiences to support digital adoption.
- Strengthening collaboration between financial institutions, telecom providers, regulators, and technology partners to combat emerging threats.

Strategic Impact

The roundtable served as a strategic platform for fostering meaningful dialogue among senior leaders from the BFSI sector on the future of fraud prevention and digital trust. By bringing together decision-makers across banking, financial services, and technology, the session encouraged the exchange of practical insights, real-world experiences, and emerging best practices.

Key discussions underscored the importance of leveraging phone identity intelligence to combat evolving fraud vectors, enhance customer trust, and strengthen risk management frameworks. The event also highlighted the value of industry collaboration in addressing shared cybersecurity challenges while accelerating the adoption of secure, innovative digital services.

The engagement strengthened relationships with key industry stakeholders, reinforced thought leadership around fraud prevention, and created opportunities for future collaborations, strategic partnerships, and continued knowledge sharing within the BFSI ecosystem.

Key Takeaways

- The rapidly evolving fraud landscape demands proactive, intelligence-driven security strategies beyond traditional authentication methods.
- Phone identity intelligence emerged as a critical capability for detecting and preventing fraud such as SIM swap attacks, account takeover, OTP manipulation, and synthetic identity fraud.
- AI and real-time analytics are playing an increasingly important role in strengthening fraud detection, risk assessment, and incident response.
- Collaboration between banks, financial institutions, telecom providers, and technology partners is essential to build a resilient and secure digital ecosystem.
- Balancing robust security with seamless customer experience remains a key priority for BFSI organizations.
- Regulatory compliance, data privacy, and customer trust continue to be central to digital transformation initiatives.
- Organizations are increasingly investing in integrated fraud prevention frameworks that combine identity verification, behavioral analytics, and continuous monitoring.

- The roundtable facilitated valuable peer-to-peer discussions, enabling participants to exchange practical experiences, implementation strategies, and best practices for combating emerging fraud threats.

Attendees

- Sweta Mehta – HDB Financial Services Ltd. – IT Head
- Gaurav Midha – National Stock Exchange of India Limited – CISO
- Shankar Jadhav – BlueRock – Director CIO
- Mahesh Khisti – United Overseas Bank – Chief Information Security Officer & VP-IT
- Ajith Kumar – JM Financial – Vice President Information Technology
- Ashwini Pandey – IndusInd Bank – Deputy Vice President, IT Infrastructure
- Gurminder Singh – IDBI Bank – IT Head
- Tarun Gupta – IndusInd Bank Limited – Deputy Head, Operational Risk & Assurance
- Madhusudan Rajpurkar – Abhyudaya Co-Operative Bank Ltd. – Chief Compliance Officer (CCO)
- Marlon Saldanha – Unity Small Finance Bank – Vice President – Digital Alliances & IT
- Apurva Thakur – Bank of America – Vice President – Risk Management
- Sachin Jadhav – Axis Bank – Vice President, Information Technology
- Vishal More – FedBank Financial Services Ltd. – Head IT
- Jay Nagda – IndusInd Bank – Head IT
- Bhagwatiprasad Dubey – Tata Capital – Chief Information Security Officer (CISO)

Conclusion

The roundtable on "Securing Digital India: Rethinking Phone Identity Intelligence for BFSI Fraud Prevention" successfully brought together senior leaders from the BFSI ecosystem to exchange insights on the evolving fraud landscape and the critical role of phone identity intelligence in strengthening digital security.

The discussions highlighted the growing need for proactive, intelligence-driven fraud prevention strategies that can effectively address challenges such as account takeover, SIM swap fraud, synthetic identities, and evolving digital threats. Participants emphasized that collaboration between financial institutions, technology providers, and ecosystem partners will be essential to building a more resilient and secure digital economy.

The event fostered meaningful dialogue, encouraged knowledge sharing, and provided valuable networking opportunities among industry peers. Overall, the roundtable reinforced the importance of innovation, trust, and collective action in safeguarding India's rapidly evolving digital financial ecosystem.

EVENT GALLERY

