Overview

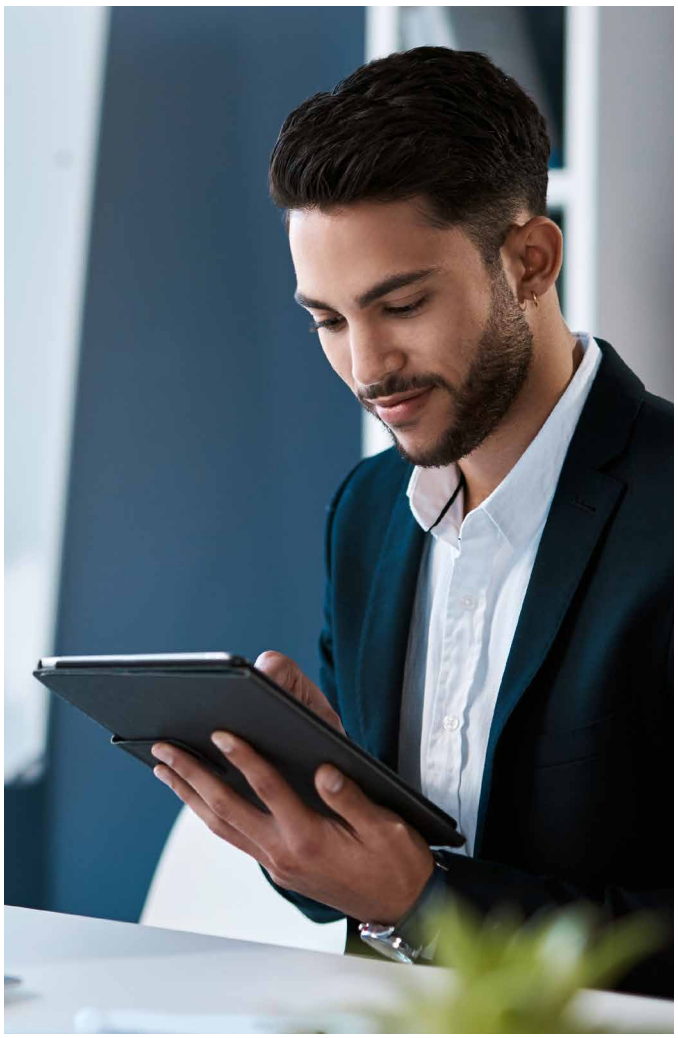
Payment Fraud Manager

Real-Time, Cross-Channel Monitoring and Detection for Electronic Payments

payments @ the speed of life®

fiserv.

Electronic funds transfer fraud presents a global threat to financial institutions, with billions of dollars lost annually. The threat has increased with the shift to faster payments, real-time settlements and the initiation of electronic funds transfers using online and mobile channels.



Since a single, high-value fraudulent electronic funds transfer could compromise a financial institution and even undermine the global financial system, rapid detection of criminal activity is a critical need.

Payment Fraud Manager from Fiserv monitors electronic payments for fraudulent activity in real time across multiple channels. It is the most comprehensive solution available, using advanced inference techniques to identify and prevent fraudulent transactions.

Payment Fraud Manager monitors batch and bulk payment files and individual electronic funds transfer transactions from any initiation channel, including online payments, and across payments and messaging infrastructures such as SWIFT, Fedwire, SEPA and ACH. It also detects many different attack vectors, including batch file manipulation, cybercrime, account takeover and internal fraud.

The solution deploys analytics and risk-scoring models that enable fraud investigators to prioritize highest-risk transactions for review. All data needed to process suspicious payments is available at their fingertips, enabling your organization to rapidly adapt risk management strategies as new fraud patterns emerge.

Payment Fraud Manager allows payment operations and fraud departments to:

- Instantly suspend suspicious payments before losses are incurred, using real-time detection and interdiction
- Control every aspect of risk according to your organization's risk tolerance using supporting scenarios, scorecards and case management
- Respond in real time with powerful, easy configuration

Risk Scoring Prioritizes Fraud Risk

Using data and historical fraud pattern analysis, each payment is evaluated for its total fraud risk. Advanced inference techniques are used to understand each consumer's normal behavior related to electronic payments, including frequency, velocity, amount, payment initiation channel and other variables. New transactions are then compared to the individual's normal behavior as well as the normal behavior of a comparable peer group.

When a risk tolerance threshold is exceeded, Payment Fraud Manager creates an alert containing a potential risk score and primary reason codes indicating why the transaction was flagged for review. Flagged transactions are queued according to their scores, so highest-risk transactions can be worked first. Risk scores are based on a wide range of related factors, making it easy for analysts to understand and interpret risk.

Risk tolerance thresholds are set by your management. You control the trade-off between mitigating risk and providing a positive customer experience.

The scenario center enables the administrator to configure the scorecard.

Scorecards and Scenarios Improve Risk Decisions

Payment Fraud Manager lets your staff define their own flash fraud scenarios and weighted scorecards to drive decisions such as blocks, holds or alerts to be worked by analysts. Scenarios and scorecards provide greater control by enabling a fraud manager to assign more aggressive fraud tactics to selected products, channels or customers while prioritizing service over risk for lower-risk or higher-value products, channels or customers.

Scenarios evaluate events to determine risk, target the specifics of a new flash fraud scheme or better protect a customer with a previous fraud event on their account. Your fraud department can easily build its own fraud scorecard by creating scenarios, assigning weights and activating the scorecard.

Scorecards are more powerful than rules because each scenario within the scorecard is given a different level of importance. Assigning weights lets your organization determine the influence that one scenario has over another to improve fraud detection and operational efficiency. All scenarios and scorecards are customer-centric rather than generic to your customer base, enabling more accurate results.

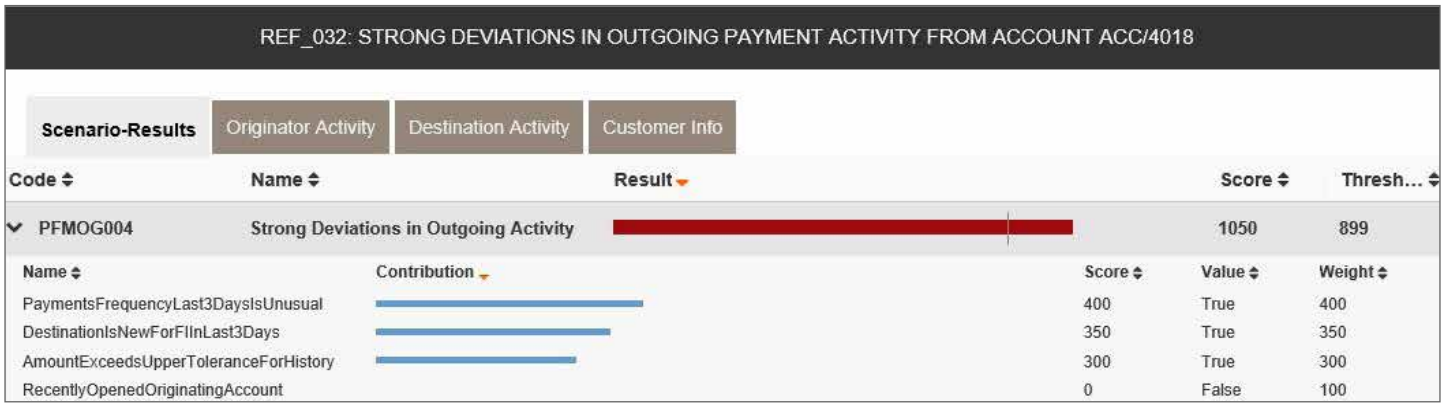
Scorecards are valuable for quickly identifying evolving fraud schemes while providing quantitative logic for a decline, hold or approve strategy. Fraud managers have the power to control decisions instantly, before an alert is created. For example, they can automatically decline a transaction with a high score but allow a lower-risk transaction to go through and generate an alert for further investigation.

Alert and Case Management Provide Comprehensive Risk Views

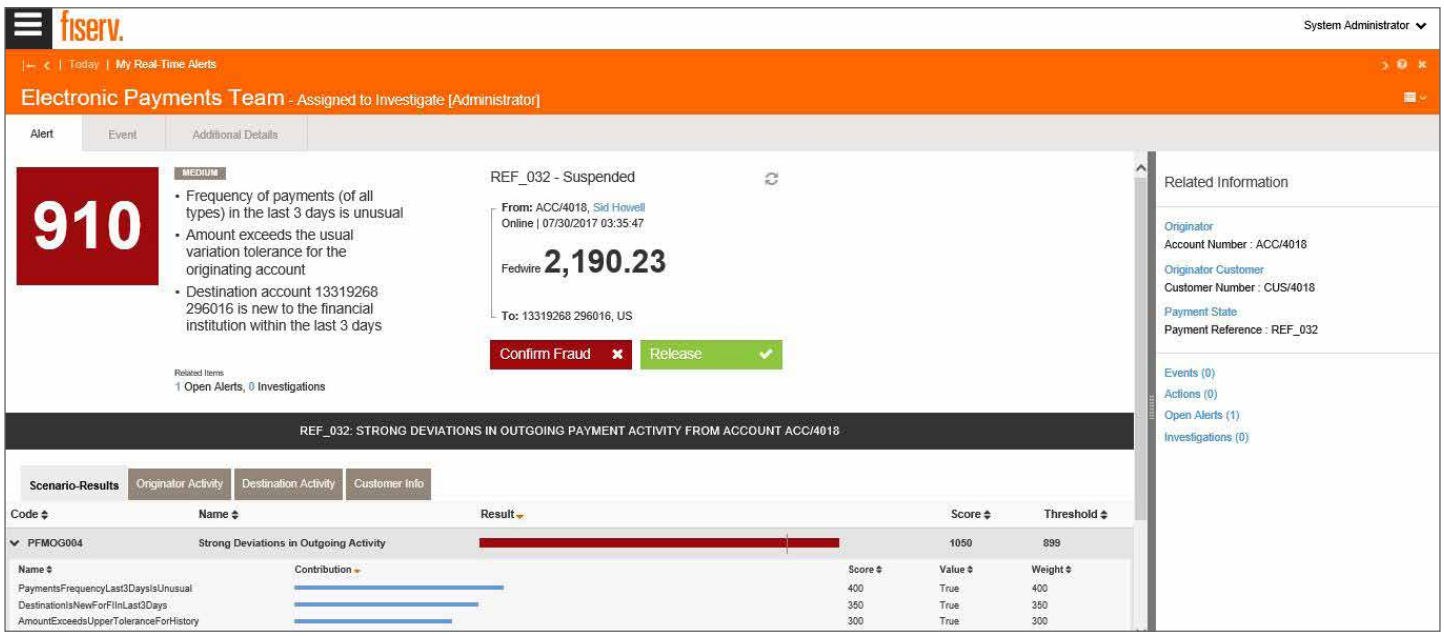
Payment Fraud Manager generates alerts so that transactions can be researched and decisions made by an analyst. If an analyst verifies a fraud event, a message is sent to the originating system to block the transaction and a case is created in the case manager.

All suspected fraud events are investigated through a configurable and repeatable workflow. The fraud manager or administrator designs queues that can be accessed and worked by groups of analysts.

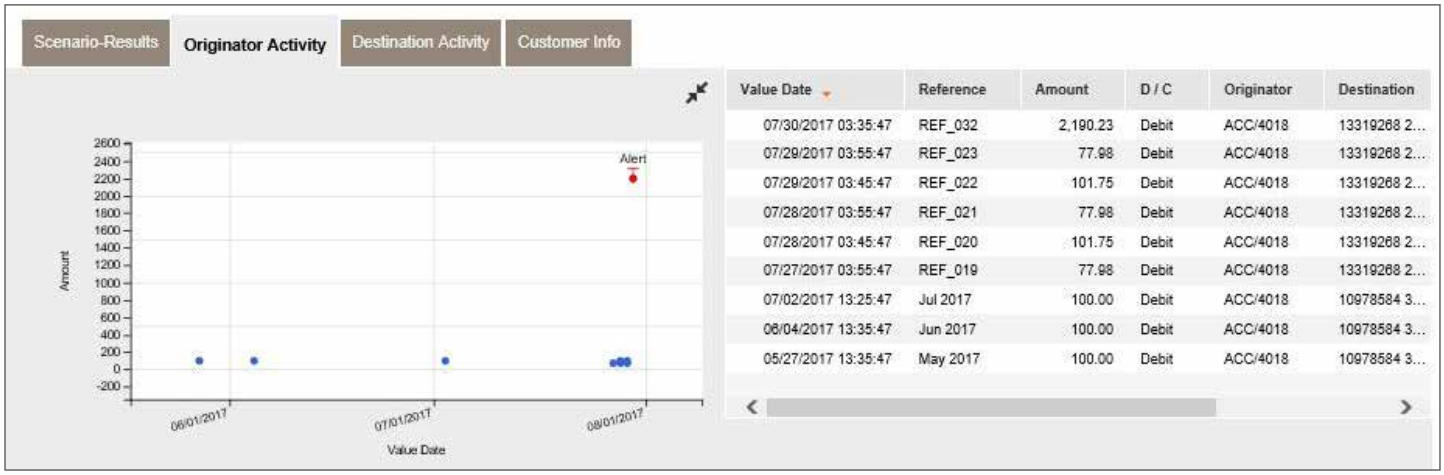
The alert screens provide a comprehensive view of risk. Scores and reason codes indicate the level of risk and indicate where review is recommended. In addition, hyperlinks make it easy to find related information.



Scenario Results Detail View: Within the payment fraud alert, the user can view which scorecards and risk indicators are driving the alert and score.



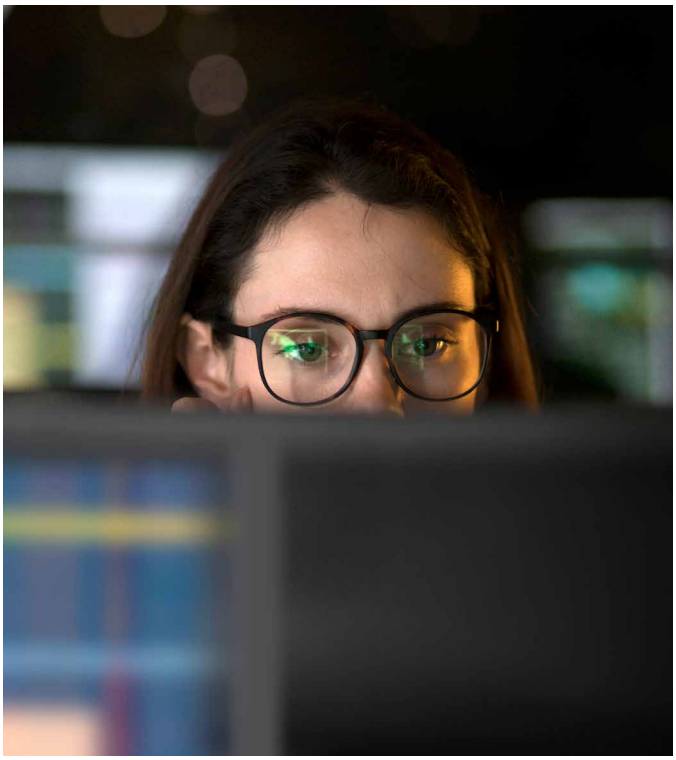
The alert informs the investigator that a transaction has been suspended and the cause of the suspension. It also provides investigation tools for the user to make an informed decision on releasing the transaction or opening a case.



Originator Activity Tab: This view of payments sent by the originator gives investigators a clean visual of the current suspended payment and how it compares to historical transactions.

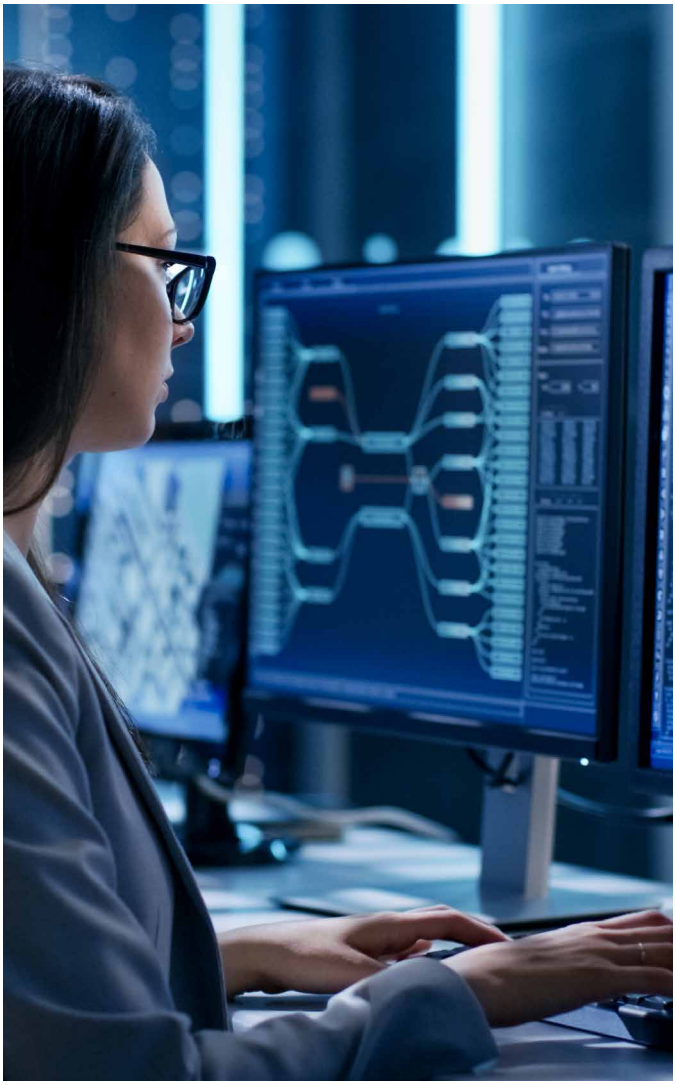
Our comprehensive case management system includes:

- Automated data population and investigation workflow
- Transaction, account, customer, channel search and filtering
- Link analysis and graphical network discovery
- Detailed financial data tracking and reporting (risk exposure, preventions and recoveries)
- A digital file cabinet of case information, including any attachments
- Complete audit trails



Dashboard Reports Deliver Greater Insight

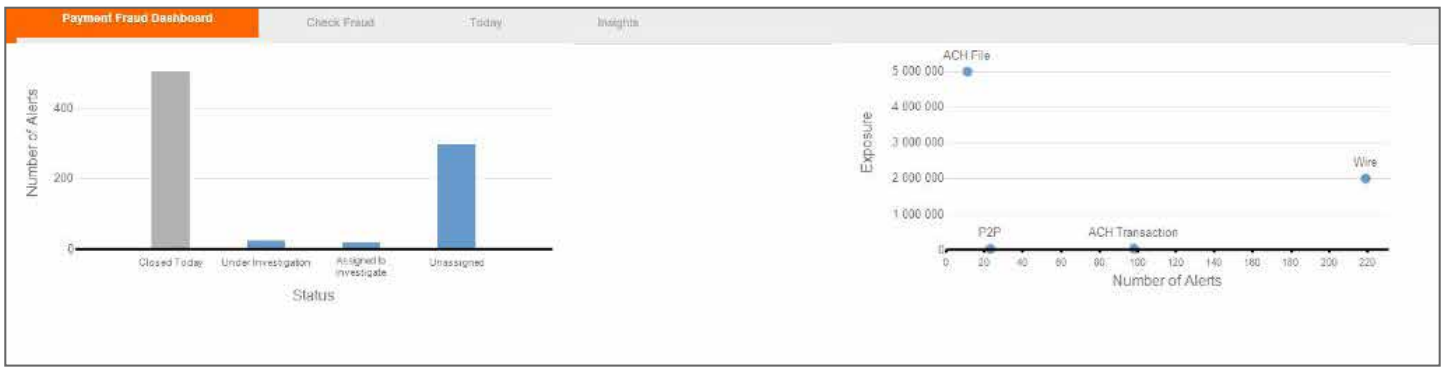
Payment Fraud Manager delivers standard dashboard reports that identify the risk of alerts and transactions in the system. Additional configurable reports can help managers understand and communicate the organization's fraud risk.



Key Benefits

- Instantly suspend suspicious payments before losses are incurred, using real-time detection and interdiction
- Control every aspect of risk according to each organization's risk tolerance using supporting scenarios, scorecards and case management
- Respond at the speed of fraud with powerful, easy configuration

Reporting and dashboards deliver key insights.



Connect With Us

For more information about Payment Fraud Manager:

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fiserv.com

Fiserv is driving innovation in Payments, Processing Services, Risk & Compliance, Customer & Channel Management and Insights & Optimization. Our solutions help clients deliver financial services at the speed of life to enhance the way people live and work today.

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