PaymentsEd FORUM

Answering Call Center Fraud
Be Ready When Fraudsters Start Calling

Sally Baptiste - Co-Founder - Payment Operations Group, LLC

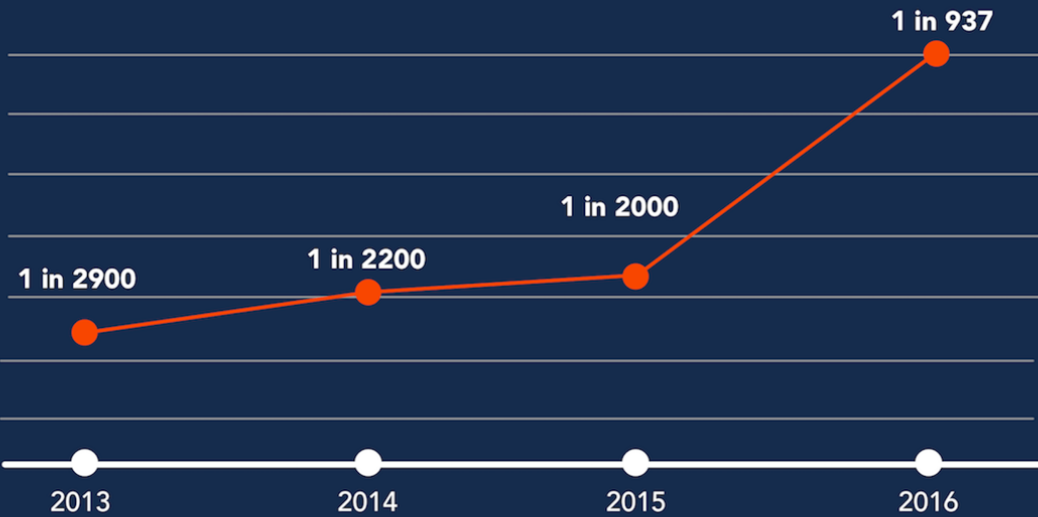Ben Cunningham - Product Marketing Manager - Pindrop

Overview

1. Global Fraud Call Trends.

2. Approaches by Channel or Vendor.

3. Tools and Techniques to detect and Prevent Call Center Fraudsters.

4. Educating Call Center Professionals in Best Practices for Detecting and Deterring Call Center Fraudsters .

Global Fraud Call Trend

FRAUD RATES 2013–2016

1 in 937

1 in 2000

1 in 2200

1 in 2900

2013 2014 2015 2016

Fraud rate is calculated as fraudulent calls per legitimate calls

THE INCREASE IN GLOBAL FRAUD CALL RATE 2016–2017

113%

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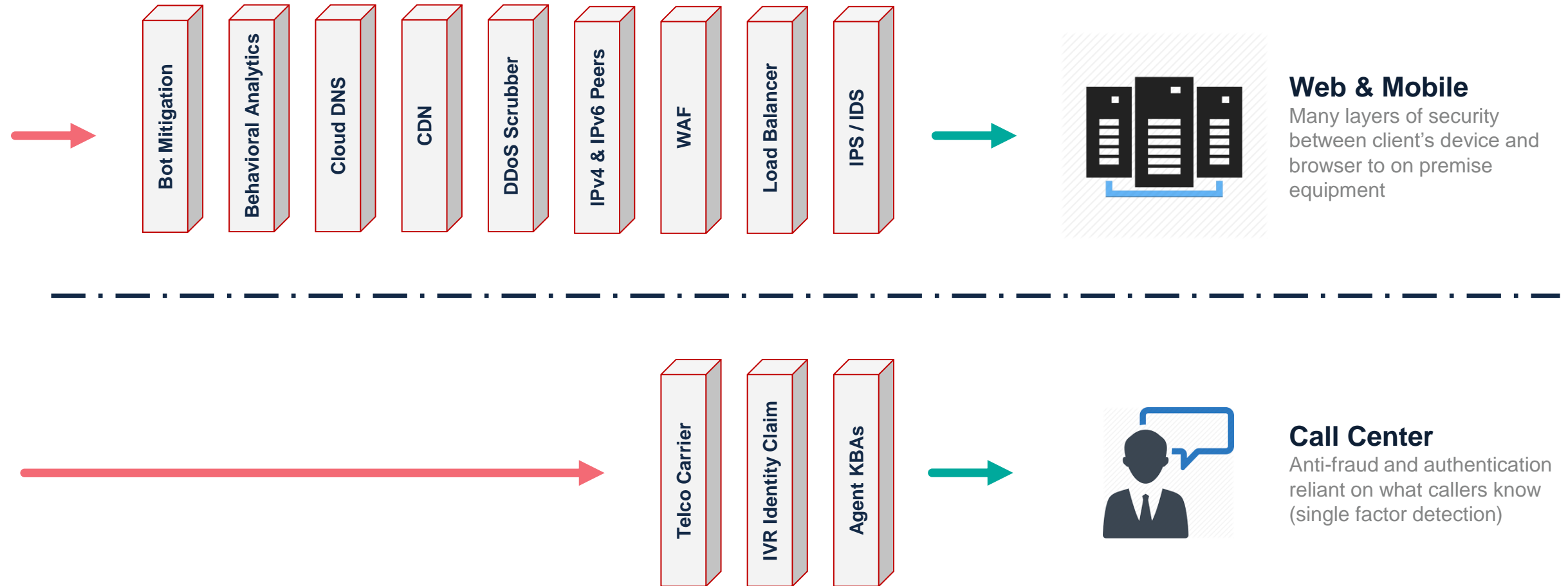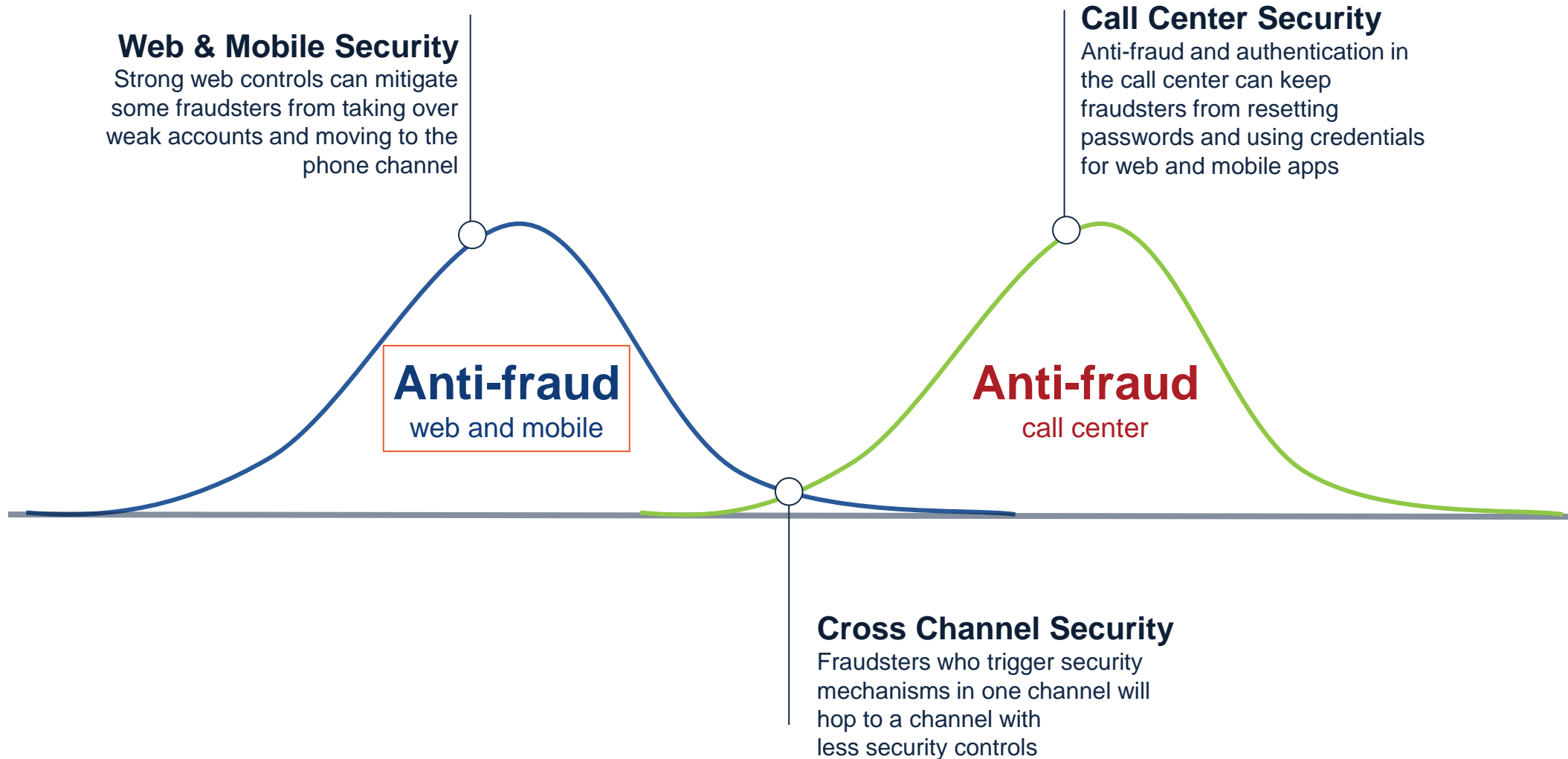# Global Fraud Call Trend – 2017 Update

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INCREASING FRAUD RATES

2016	1 in 937

22% INCREASE

2017 YTD	1 in 769

THE INCREASE IN
GLOBAL FRAUD CALL RATE
JAN 2016–AUG 2017

160%

Protection differences by channel

Defending Channels

Bot Mitigation · Behavioral Analytics · Cloud DNS · CDN · DDoS Scrubber · IPv4 & IPv6 Peers · WAF · Load Balancer · IPS / IDS

Web & Mobile
Many layers of security between client's device and browser to on premise equipment

Telco Carrier · IVR Identity Claim · Agent KBAs

Call Center
Anti-fraud and authentication reliant on what callers know (single factor detection)

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Security controls across vendors

CROSS CHANNEL

Web & Mobile Security
Strong web controls can mitigate some fraudsters from taking over weak accounts and moving to the phone channel

Call Center Security
Anti-fraud and authentication in the call center can keep fraudsters from resetting passwords and using credentials for web and mobile apps

Anti-fraud
web and mobile

Anti-fraud
call center

Cross Channel Security
Fraudsters who trigger security mechanisms in one channel will hop to a channel with less security controls

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Advanced Anti-fraud Vulnerabilities

Something You Know
Passwords are shared, KBA info gets breached daily

Something You Are
Voice Biometrics

Something You Have
Cell Phone Cloning, SIM swapping, Malware

Fraud detection
PROTECT

DEFENSE IN DEPTH

Spoof detection
Determines if an ANI is valid before the call reaches the call center

Identify anomalous callers
Alerts against anomalous behavior, robotic dialing and account takeover patterns

Voice distortion
Detect synthesized voices, voice morphing attacks, and replay attacks

Anticipate attacks
Shared intelligence across 650M calls proactively blocks known fraudsters
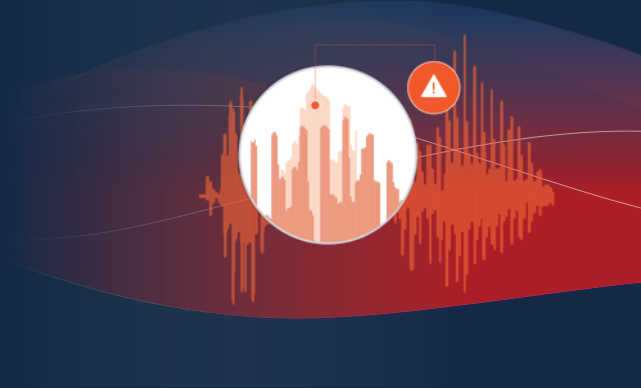
Risk based authentication

PASSPORT

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| DEFENSE IN DEPTH | + | AUTHENTICATION |

Spoof detection
Determines if an ANI is valid before the call reaches the call center

Identify anomalous callers
Alerts against anomalous behavior, robotic dialing and account takeover patterns

Only service legitimate callers
Risk analysis before authentication to remove fraudsters from being serviced by your call center

Voice distortion
Detect synthesized voices, voice morphing attacks, and replay attacks

Anticipate attacks
Shared intelligence across 650M calls proactively blocks known fraudsters

Multi-factor credentials
Determine if a caller has the right device, voice and behavior to access an account

Social Engineering- What They Say

Volunteering too much information?

Providing long elaborate stories?

Wanting to distract the CSR. "They have to make their calls short, if I take up enough time talking about my dog they wont want to take the time to verify the legitimacy of this transaction."

Giving excuses for why the card declined?

Not sure about you, but if it was my card, I would be calling my bank not begging for my rug from the merchant.

Corrections of data?

Street? Lane? Boulevard? Drive? Cove? You live there…

you don't make this mistake.

DECLINED

Social Engineering- What They Don't Say

CSR asked for typical information and fraudster couldn't answer quickly:

Because they were googling the information

Because they were digging through their "fraud files"

Because they were looking for the last fake email address they gave you

Because they don't know their own last name…?

Did you have to ask the same question twice?

Did they not hear you, or were they stalling to find the information

Did they say their child was in the background begging for a cookie?

Distraction much?
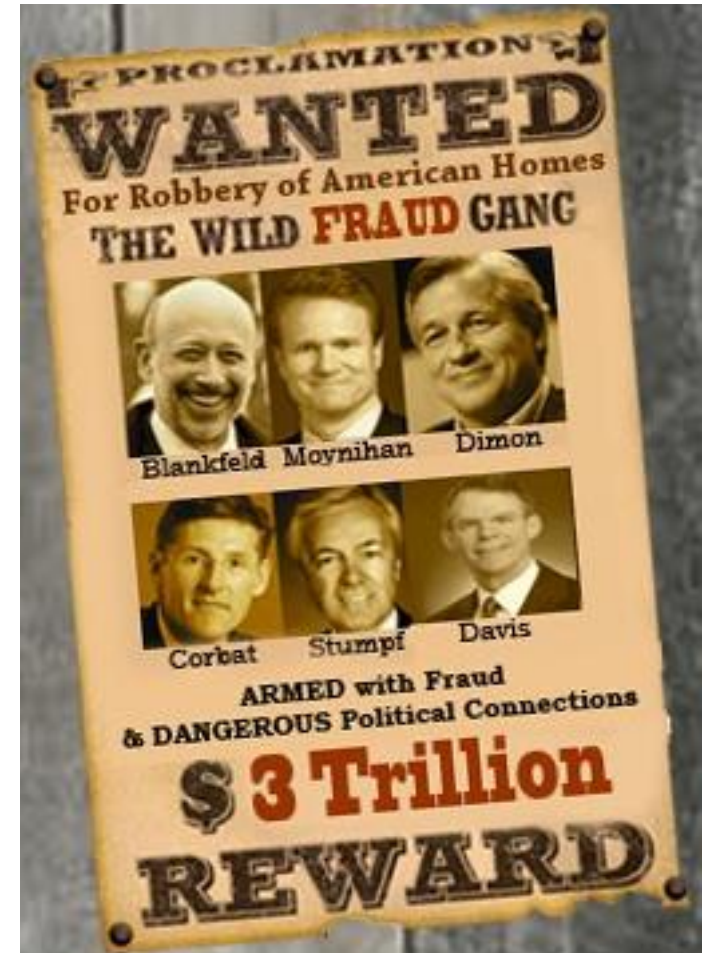
Internal Reviews

So How Does an Organization check their own safeguards against call center fraud?

Do you train your CSR's on typical fraud methodologies?

Do you have a way to "blacklist" those known fraudulent callers?

Do odd phone numbers seem to surface on caller ID?

Do you post BOLO's in the breakroom? Because that would be fun! ☺

Whatever you do...

Be ready for the season ahead!

Not everyone's "Shopping Holiday" is at the same time, some fraudsters take advantage of low sales months for merchants.

SCHEMING
CRAFTY
AGGRESSIVE
MALICIOUS
DON'T LET THEM CON YOU

Who isn't happy when sales are down and some dude in Haiti wants 20x a normal order? YAY!!

Your Presenters:

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If you have any questions about the presentation, go to our LinkedIn Group
(the Payments Education Forum) and request an invitation
(this is a closed group specifically for the payments industry).