

SOLUTIONS TO IDENTIFY CALL SPOOFING FRAUD

Inbound Call Verification and Mobile Status



Improve Inbound Call Authentication Processes to Reduce Account-Takeover Fraud and Operational Expenses

Regardless of the banking channel fraudsters use to perpetrate fraud or attempt an account takeover, contact centers are increasingly targeted as a point of entry. In addition, as a result of Card Not Present (CNP) fraud with the roll-out of EMV, contact centers continue bracing for an increase in account-takeover attempts unlike any they have seen before.

On the front line of this battle, contact centers are in need of more effective and more insightful call authentication methods in order to protect their account holders and the financial system while also improving operational efficiencies.

OUT-OF-BAND AUTHENTICATION FOR MORE DETERMINISTIC CALL AND ACCOUNT KNOWLEDGE

Early Warning's Inbound Call Verification and Mobile Status, which work together to better identify possible call "spoofing" fraud — where a fraudster calls a contact center from a mobile number associated with another customer and impersonates them in an effort to commit fraud.

Through Early Warning's real-time access to Mobile Network Operator data, organizations now have the ability to cross-check incoming calls against more than 720 million phone numbers, reflecting 94% U.S. wireless coverage and more than 297 million wireless customers. In addition to increased coverage, the responses provided by the solutions better enable organizations to proactively stop account-takeover and CNP fraud before it occurs.

CALL VERIFICATION

Inbound Call Verification was designed to provide contact centers with greater insight more efficiently and effectively than any offering previously available in the market. The service answers two fundamental questions:

- Is the incoming call actually from the customer's number?
- Is the call in an active session at that moment?

MOBILE STATUS

- Monitors for status changes in the mobile network attributes for a mobile number or identifier
- Provides mobile account information — authority to transact on the account
- Identifies potential high-risk transactions, ensures the device is valid and identifies possible account-takeover attempts

KNOW MORE WITH ROBUST MOBILE NETWORK OPERATOR DATA

Gain a higher degree of confidence that the consumer on the phone is the true customer to improve contact center efficiencies and reduce fraud and risk.

Contact Center Benefits:

- Identify if calls are being spoofed in order to protect against high-risk transactions such as:
 - Account changes
 - Address
 - Password
 - Urgent requests for replacement cards due to claims of lost/stolen
 - Wire Transfers
- Reduce Response Times
- Improve Accuracy
- Improve Customer Experience
- Improve Operational Efficiencies & Reduce

For more information about Inbound Call Verification Service, contact an Early Warning Account Manager at earlywarning.com/auth.

ABOUT EARLY WARNING

Early Warning Services, LLC, is a fintech company owned by seven of the country's largest banks. For almost three decades, our identity, authentication and payment solutions have been empowering financial institutions to make confident decisions, enable payments and mitigate fraud. Today, Early Warning is best known as the owner and operator of the Zelle Network®, a financial services network focused on transforming payment experiences. The combination of Early Warning's risk and payment solutions enable the financial services industry to move money fast, safe and easy, so people can live their best financial lives.

To learn more about Early Warning, visit www.earlywarning.com