BioCatch

Top Asia Pacific Bank Rapidly Deploys BioCatch Account Opening Protection, Preventing Criminals from Opening Accounts and Saving Millions of Dollars Per Year

Recognize Value in Weeks with BioCatch Behavioral Biometrics

Problem

A top Asia Pacific bank experienced an increase in lending fraud. After deeper investigation, the bank found that more than 70% of their credit card lending fraud cases were coming from what appeared to be existing "trusted" customers. In this case, cybercriminals were opening new bank accounts with the intention of establishing a relationship with the bank and later applying for credit.

Solution

The bank required a solution that would enable them to detect fraudulent bank account openings and reduce losses from subsequent lending fraud. In addition, they needed to be able to deploy quickly in order to minimize further impact to their bottom line and reputation.

Results

$7M
Projected to save over $7m annually in potential fraud losses

90%+
Reached over 90% accuracy rate on new account fraud alerts

1:1
Achieved a better than 1:1 genuine to fraud ratio for credit card applications

100s
Detected hundreds of fraudulent account openings immediately following implementation

A top Asia Pacific bank experienced an increase in lending fraud mostly attributed to fraudulent deposit and transaction account openings. Although this financial institution had adopted a wide array of security controls, their existing fraud stack was unable to adequately detect cybercriminals at the account opening stage.

Fraudulent bank accounts can be used to achieve a number of end goals. In this case, fraudsters were opening accounts to build a relationship with the bank and later applying for credit as a "trusted" customer. Consequently, the bank sought a solution that would help them tackle the source of their problem– fraudulent new account openings.

As part of the vendor evaluation process, the bank's decision was driven by three main factors:

o Application fraud detection capabilities. Although the bank had invested in numerous layers of fraud prevention technology, detection often came too late which resulted in greater losses.

BioCatch

○ Easy deployment. Due to the scale of the problem, subsequent losses and customer complaints, the bank was looking for a solution that could deliver immediate value without a complex deployment.

○ Impact on customer experience. Adding friction to the process was not an option. The solution could not have any negative impact on the onboarding experience for genuine customers.

Start Detecting Fraud Immediately

By leveraging BioCatch proven and advanced risk models, the bank was able to start detecting account opening fraud immediately. Unlike other fraud prevention solutions, BioCatch Account Opening Protection is effective as soon as deployed and does not require a lengthy learning period. Even during a global pandemic, this top Asia Pacific bank was able to fully deploy and realize value from the BioCatch platform in just weeks.

In the case of account application fraud, cybercriminals can more easily bypass traditional tools because there is no known user device profile. However, by delivering continuous visibility into user behavior, and leveraging a decade of historical insights and behavioral patterns, the BioCatch platform can detect even the slightest indicators of criminal behavior without ever having seen the user before.

Almost immediately following implementation, the bank was able to achieve and maintain a >90% decision accuracy rate without any customization

Generate Immediate ROI

Within weeks following implementation, BioCatch Account Opening Protection flagged hundreds of high-risk applications. Through BioCatch high risk scores and relevant threat indicators, the bank's fraud operations team was able to take more informed and immediate action, preventing these fraudulent accounts from being opened. As a result, in just under four weeks, the bank succeeded in saving hundreds of thousands of dollars in potential losses.

Based on this initial success, the behavioral biometrics and risk scoring capabilities deployed by BioCatch is projected to alert the bank's fraud team of thousands of fraudulent account openings per year translating to more than $7M in estimated yearly savings.

Building on these results, the bank is now considering implementing an auto-decline automation flow to drive further operational cost savings.

Maintain a Frictionless Customer Experience

Adopting a behavioral approach to fraud detection ensured there was no negative impact to the bank's customer experience. Prior to adopting BioCatch Account Opening Protection, the bank discussed potentially implementing additional checks throughout the application process but feared this would deter potential genuine customers and have an adverse impact on revenue.

By implementing BioCatch Account Opening Protection, the bank was able to maintain a simplified onboarding process while also minimizing risk. Without adding any additional friction to the application process, the bank was able to detect significantly more fraud than before deploying BioCatch.

BioCatch is the leader in Behavioral Biometrics which analyzes an online user's physical and cognitive digital behavior to protect individuals and their assets. Our mission is to unlock the power of behavior and deliver actionable insights to create a digital world where identity, trust and ease seamlessly co-exist. Leading financial institutions around the globe use BioCatch to more effectively fight fraud, drive digital transformation and accelerate business growth. With over a decade of analyzing data, over 60 patents and unparalleled experience, BioCatch continues to innovate to solve tomorrow's problems. For more information, please visit **www.biocatch.com**

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