

# Value Added Service: Risk Management Services (RMS)

The introduction of Chip and PIN in the UK has seen a reduction in traditional fraud types such as lost-stolen, counterfeit and fraud at the point of sale. However, this has been accompanied by a rise in cross-border, counterfeit and CNP fraud.

Fraud is a major concern for any card issuer. Anti-money laundering (AML), disputes and chargebacks are also high on the corporate agenda and need to be managed effectively. Metavante Technologies has solutions that can help address these issues. Our leading fraud monitoring system (EMS) gives card issuers a cost-effective solution to manage fraud. However, many of our clients want to focus their resources on their core business. We can help with this too. Our fully outsourced Risk Management Service manages the day-to-day aspects of your back-office and fraud operation. Our team of expert staff will monitor your transaction activity, identify potential money laundering and manage your disputes and chargebacks allowing you to concentrate on your customers and your bottom line.

Fraud monitoring and risk management are critical to protecting your institution, ensuring that your programmes adhere to scheme and regulatory requirements. You can be confident in quality fraud monitoring: our analysts do all the hard work for you. We help you focus on legitimate fraud issues. By improving the decision quality our analysts ensure better detection rates, cost savings and significantly reduced exposure.

As part of our outsourced solution, Metavante's Risk Management Services include:

- Fraud monitoring
- AML monitoring
- Chargeback service
- Dispute management service.

## Key features and benefits:

- Risk management processes and controls led by professionals with decades of experience
- Frees your time and resources so you can concentrate on your core business
- Takes advantage of our economies of scale
- Scalable solutions, from low- to high-transaction volumes for start-up or mature programmes
- Implementation of required issuer and regulatory monitoring controls
- Compliance with monitoring standards leading to lower risk of penalties
- Monitors current industry trends
- 24x7 fraud monitoring in line with industry best practice
- Access to specialist risk management expertise
- High service levels
- Speed to market.

## Functional overview

Metavante has over 10 years of fraud management experience and our analysts are trained on the latest European trends. Working across multiple accounts, we are best placed to monitor trends to identify and mitigate risk. As a Risk Management customer, you will have your own account manager who will work with you to ensure the service is tailored to meet your needs. We can contact cardholders on your behalf and manage the entire process up to arbitration. We can also assist in arbitration and will go to arbitration on your behalf, should you wish to defer this to us.

- Your own account manager



# Risk Management Services (RMS)

- Customisable rule-based alerts
- Regular service reviews
- Money laundering can be maintained separately – allowing for different specialist staff to monitor money laundering activity
- Specific AML rules implemented within EMS
- Watch flags can be placed on accounts, creating alerts as soon as there is activity
- You define the parameters such as minimum chargeback amount and escalation points.

## The technology

The service is built on the MasterCard® Expert Monitoring System (EMS): a flexible rules-based fraud monitoring system with built-in case management that can be moulded to meet almost any customer requirement.

**Flexibility** – EMS has the flexibility to work with any data source an organisation provides. EMS monitors this data in real-time or with batch processed rules.

**Rules Station** – rules can be written to monitor any data source, making EMS a flexible and robust monitoring solution.

**SMS and e-mail alerts** – EMS has a built-in communicator function which sends e-mails and SMS text alerts to fraud prevention agents or to customers to assist in the reduction of fraud and AML losses.

**Case management** – EMS provides built-in case management allowing users to manage their case loads and management to monitor case history.

**Standard models** – Metavante implements monitoring for many prepaid and debit customers and has standard rule sets for each model. These can be implemented simply and quickly, offering you a quick route to market.

**Customisation** – Metavante offers customised installations of EMS and has broad experience implementing a diverse range of rules and processes to meet our customers' needs.

**Compliance** – the standard rules sets offer compliance with Visa® and MasterCard loss prevention standards.

**Own environment** – EMS works on a case by case basis and customers each have their own secure area. This provides security for sensitive data and allows you to manage your own rules and data effectively within EMS without impacting other customers.

**Secure access** – access is limited to secure logins via our VPN.

## About Metavante Technologies

Metavante Technologies is a major financial technology provider and payments processor for financial institutions and merchants across Europe, Middle East and Africa. Passionate about delivering excellence for our clients in prepaid and debit card technology, processing and management services, the team at Metavante drive innovation and development through their commitment and expertise.

## Contact us

For more information about this or any of our products and services, please visit our website: [www.metavantetechnologies.com](http://www.metavantetechnologies.com), or contact us at [info@metavante.eu](mailto:info@metavante.eu) or +44 (0) 207 292 2400.