



JT Fraud Protection Services Overview

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 JT Group Limited  @JT_Business

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Mobile fraud is on the increase

Transaction fraud and identity theft have become prominent issues in the finance and retail sectors. One UK Finance study found that losses caused by unauthorised payments and transfers totalled £408.3 million in the first half of 2019 alone.

Within this, mobile fraud is a particular concern. According to a 2018 RSA fraud report, 65% of fraudulent transactions start on a person's mobile phone, and there has been a 600% increase in mobile fraud over a three year period. But how?

Truth is, it's increasingly easy for fraudsters to get an individual's personal information through social media, as well as on the dark web. Then, mobile phones provide an accessible platform on which to successfully complete a fraudulent transaction.

What's more, a lack of security regulations and market education has given fraudsters the upper hand, leading to sophisticated fraud regularly taking place.

Today, mobile fraud occurs in two keyways:

1. SIM Swap Fraud

SIM swap fraud is one of the most common types of mobile fraud, though not every SIM swap has fraudulent intent. A legitimate SIM swap ports a phone number from one SIM card to another; allowing individuals to keep their number when replacing a SIM or changing devices.

In unlawful instances, fraudsters can exploit SIM swapping to move a victim's phone number to his or her device, allowing them to access sensitive information like one-time passwords and account information.

Historically, mobile network operators have worked closely with the Met Police to track down and stop perpetrators of SIM swap fraud. But now, several leading financial institutions and retail merchants have started investing in SIM swap fraud security measures – working with mobile network operators to safeguard consumers from becoming victims of fraud in the first place.

This being said, many businesses are still unaware of the effective, anti-fraud solutions available today.

2. Call Diversion Fraud

Call forwarding is when calls made to a phone number are interrupted and sent to another phone number – a legitimate practice used often in business. However, call diversion fraud takes advantage of this practice and uses it to route phone calls to the fraudster's phone.

A new solution to prevent mobile fraud?

To curb crimes like SIM swap fraud and call diversion fraud, the EU has passed the Payment Services Directive 2. PSD2 is a set of regulations intended to promote open banking and secure online transactions. Although PSD2 was passed with good intentions, the changes have strained retail and financial organisations; many companies struggle to meet requirements.

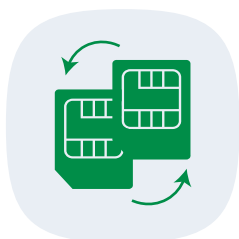
Yet there is one way businesses can not only help protect customers from fraud, but be PSD2 compliant too: partnering with mobile network operators like JT.



JT FPS helps businesses combat mobile fraud

To help the retail and financial industries manage the effects of mobile fraud and PSD2 requirements, JT has launched four innovative Fraud Protection Services.

These services take advantage of the unique datasets available to mobile operators and leverage them in ways that protect businesses and their customers.



JT Monitor

JT Monitor is a SIM monitoring service that helps organisations protect their customers against SIM swap fraud. It uses SIM history to instantly determine when the last time that MSISDN was swapped. JT Monitor then relays this information to the merchant or retail business, allowing them to stop swapped SIMs from receiving sensitive information.



JT Signal

JT Signal is a call diversion protection service. It determines whether a customer's number is roaming, being forwarded, or within its home network. JT Signal can also check if a number is active, allowing businesses to implement more efficient A2P systems.



JT KYC

JT KYC is a Know Your Customer service powered by Mobile Connect. Leveraging data from operators all over the United Kingdom, JT KYC can verify if an individual is who they say they are. Moreover, this is done in real time; giving businesses instant access to data they would never have otherwise.





JT Monitor

Greater protection against SIM swap fraud

SIM swap fraud is one of the most widespread forms of mobile fraud today.

Put simply, SIM swap fraud can happen to anyone with a mobile phone. SIM swaps have affected everyday customers, as well as high-profile individuals. Notably, Twitter CEO Jack Dorsey was a victim of SIM swap fraud in 2019.

As such, combating fraudulent SIM swap should be a top priority for businesses. Fortunately, it is now possible for organisations to successfully identify a potential SIM swap before it happens – not only protecting end consumers, but safeguarding company data too.

JT Monitor is a fast, convenient, and cost-effective way to mitigate the risks of SIM swap fraud and keep customers safe.

How JT Monitor works

The secret behind JT Monitor is data. With JT Monitor, organisations can instantly access a live database of SIM swap history, or affordably create their own. This data is updated every few days, which improves the service's accuracy.

JT Monitor can integrate with a variety of platforms and support multiple services. When an individual accesses their account, JT Monitor performs an immediate SIM swap check before a one-time password is sent out or a transaction is approved. Even better, this all done in real time, without any disruption to the customer experience.

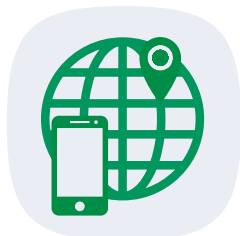
From there, JT Monitor determines which network the SIM card is associated with and then checks when the last time that SIM was swapped. If a swap has occurred recently, the transaction is flagged by JT Monitor and a reply is returned. This gives companies a chance to interrupt the transfer of information and confirm the customer's identity more securely, preventing SIM swap fraud from succeeding.

The benefits of JT Monitor

- Updated SIM data reduces false positives
- Rich history allows for better decision making
- Low cost of entry
- PSD2 compliant

[Download JT SIM Swap Service Product Sheet](#)





JT Signal

Stay one step ahead of call diversion fraud

Thanks to partnerships with mobile operators all over the world, JT can check an MSISDN's call data in real-time. JT Signal uses this data to make a variety of checks before a phone call is made. It checks to see if the number being called is active, at risk for diversion fraud, and more.

How JT Signal works

JT Signal integrates with existing services via an API and acts as an extra step in an account confirmation process.

If someone requests account information or access through our system, the request is first validated by JT Signal, which instantly checks the person's MSISDN against mobile operator data.

If the returned data shows that the MSISDN is using call forwarding, the interaction is flagged and passed back through the system. Most importantly, all of this happens within seconds. If fraud is detected, the process can be shut down before it's too late. However, should a caller be making a genuine transaction, they won't experience any delays in their request.

JT Signal's unique access to information also enables the service to validate numbers, improving the delivery rates of A2P systems.

The benefits of JT Signal

- Works in real-time
- Guard against call diversion fraud
- Check if a number is active before contacting it





JT KYC

perform meticulous identity checks, instantly and behind-the-scenes

Know Your Customer has become an increasingly important component of financial transactions over the last decade, largely due to the increase in fraud in recent years.

KYC is required not only by policies like PSD2 but also by the growing threat of fraud itself. JT KYC is a solution to these needs – allowing businesses to outsource integrated, innovative checks using mobile operator data.

How JT KYC works

JT KYC uses Mobile Connect, a new program by the GSM Association. Mobile Connect compiles consumer information from a collection of MNOs, across all of their accounts, acting as a single, secure entry point to aggregate data.

Using API integration, JT KYC has access to Mobile Connect, allowing it to test current customer information against known customer information to verify their identity in real-time. If a customer calls up to open a new account, or change their account details, their identity can be verified immediately, behind-the-scenes.

Crucially, JT KYC is entirely privacy compliant. The JT KYC framework can support regular Know Your Customer testing in a way that's well within policy rulings.

The benefits of JT KYC

- Single point of contact that provides identity verification from multiple sources
- Privacy compliant framework that protects user-level data
- Enables brands to build trust among their customers
- Reduces risk exposure



Partner with JT for upgraded fraud protections

From our unparalleled global coverage, to innovative – and evolving – product solutions range, JT's Fraud Protection Services cannot be beaten. By partnering with JT, a company can expect:

Trustworthy experience

JT is an established telecom provider in the UK and the oldest mobile operator in the Channel Islands. With over 130+ years of experience, JT has become an industry leader and pioneer. JT has explored emerging industries like the Internet of Things, bulk messaging services, fraud protection services, and global roaming solutions. We're always on the forefront of innovation, striving to find improved solutions for our customers.

Unique knowledge

JT's experience within the telecom industry has offered unique insights into the capabilities of mobile operators. Sensitive issues like customer security, grey routing, and mobile fraud are all managed with accuracy, professionalism and experience. JT communicates thoroughly with other operators before implementing new services, so our customers never have to worry about losing the services they rely on.

Global coverage

JT is partnered with more than 500+ operators from around the globe, giving JT's clients exclusive access to connectivity and data no matter where they – or their customers – are located. JT is leading the way in deploying telco services in new regions, like Brazil, to benefit consumer and business coverage the world over.

Accessible innovation

JT is proud to offer some of the most sophisticated products and services on the market. All of our services use the latest technology, providing access to modern, secure, and fast solutions. Our products also adhere to higher standards than the rest of the industry – and come complete with dedicated support – cutting out complexity for our customers.

Guaranteed performance

JT is the only partner in the market that provides MNO data services without complicating the customer experience. Our services are flexible and transparent; JT can work with any partner on any platform. JT's services offer API or SS7 integration, so an organisation can use whichever service best fits their needs.





To find out more about JT FPS
Product offerings, please reach
out to our FPS team at:

E: FPS@jtglobal.com

<https://international.jtglobal.com/fps>

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