



SAYING BYE BYE TO FINANCIAL FRAUD

TELEPHONY BASED FRAUD IS GROWING

Phone banking fraud is currently the UK's fastest growing category of financial fraud, with over 90% growth rate. Card ID theft and card non-receipt fraud are also increasing problems.

Annually, financial organisations receive around 40,000 calls confirmed as fraudulent, although the true number could be much higher.

The financial impact runs into hundreds of millions from the fraud itself, coupled with longer term consequences such as decreased customer investment and customer loss.

Connect Voice Biometrics eliminates up to 90% of phone banking fraud and 70% of card ID theft and non-receipt fraud.

THE VOICEPRINT

Each person has a unique voiceprint which is made up of 150+ distinct attributes including;

- physical characteristics such as the shape and size of a person's vocal track
- behavioural characteristics including accent, speed of speech, pronunciation and emphasis

Connect Voice Biometrics captures and uses each person's voiceprint as part of a comprehensive authentication and verification process.

CONNECT VOICE BIOMETRICS STOPS FRAUDSTERS IN A NUMBER OF WAYS

The solution can analyse historical call recordings and identify individuals with multiple accounts featuring the same voice, flagging them as potentially fraudulent.

Credit cards stolen from mailboxes are stopped on activation, as Connect Voice Biometrics will ask the person activating the card to say the credit card number and compare the voice against a blacklist of known fraudsters and other recent activation voiceprints.

Any fraudulent attempt to access an enrolled customer's account will be identified due to the mismatched voiceprint.

If fraudsters use a voice recording which gets them through authentication they will still be identified as the solution can listen passively to the call and picks up the voice switch when the recording ends or the caller can be asked for a random phrase or random digit challenge.

CONNECT VOICE BIOMETRICS HAS WIDER BENEFITS

Connect Voice Biometrics improves the customer journey - voice biometrics accelerates and simplifies the customer authentication experience, removing the need for confirmation of multiple security answers and maintaining customer privacy, which increases customer satisfaction.

The solution is cost effective - companies save money through shorter average call handling times, which frees up resources. Call length can be dramatically reduced when voice biometrics replaces the ID&V stage of the call, which can be impeded by forgotten passwords requiring recent transaction confirmation.

CONNECT VOICE BIOMETRICS

Connect Voice Biometrics is a next generation Voice Biometrics solution that takes a voiceprint of each caller and within milliseconds identifies whether that print matches an enrolled customer, a known fraudster or a non-categorised, repeat caller's voiceprint – all of which determines how the call is then handled.

The solutions patented technology is a single engine platform, with open API's and multiple deployment options. It's not burdened by first generation issues of multi-engined technology compounded by false negatives, long and complex deployments and high professional service costs.

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