Fraud awareness and prevention

Delivering for our clients – Mobile Alerts

Presented by Susan Domingos, Bank of America Merrill Lynch
What it all means

**PHISHING/SMISHING**
- Infected files/malicious links sent through email or SMS message

**MALWARE**
- Software that is intended to damage or disable computers and computer systems

**SPOOFING**
- Email messages with a forged sender address

**DATA BREACH**
- An incident in which sensitive, protected or confidential data is viewed, stolen or used by unauthorized individual

**MASQUERADING**
- Attack that uses a fake identity, such as a network identity, to gain unauthorized access to personal computer information through legitimate access identification

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How phishing works

- Looks like a legitimate correspondence from the company
- Wording does not have the level of refinement expected from an authentic company message
- Has an attention getter – high dollar amount of a cell bill in this example
- Embedded links activate malware download on your device
- Some individuals click on the links and may not even recognize they don’t have a relationship with the company
How spoofing and masquerading work

Once malware is in your system, fraudsters can

▪ Access credentials
▪ Read emails
▪ Collect business contacts
▪ Initiate emails to accounts payable pretending to be you
▪ Ask the recipient to process a payment

From: Treasurer@mycompany.com
Sent: Monday, February 2, 2015 11:17am
To: rebecca.dumornay@mycompany.com
Subject: FW: Wire Transfer
This is the third one. We are pulling the confirmation now and will send to you.

From: Treasurer@mycompany.com
Sent: Monday, January 12, 2015 11:30am
To: rebecca.dumornay@mycompany.com
Subject: FW: Wire Transfer
FYI, this needs to get processed today. I checked with ?? to get your help processing it along. I will assume we take care of any vendor forms after the fact. I can send an email directly to ??? or let you drive from here. Let me know.

From: Treasurer@mycompany.com
Sent: Monday, January 12, 2015 9:59am
To: rebecca.dumornay@mycompany.com
Subject: FW: Wire Transfer
Process a wire of $73,508.32 to the attached account information. Code it to admin expense. Let me know when this has been completed. Thanks.

--------------------Forwarded message-------------------------

From: CEO@mycompany.com
Sent: Monday, January 12, 2015 6:45am
To: Treasurer@mycompany.com
Subject: Wire Transfer
Nick - Per our conversation, I have attached the wiring instructions for the wire. Let me know when done. Thanks. Charlie
How to identify fake URLs and websites

✔ Type the website address in your address bar directly, rather than use a link in an email message, especially if you are going to a financial site.

✔ Check the URL or email before clicking or copying by hovering over the link with your mouse.
  - URL will appear in your browser or status bar, typically at the bottom of your screen.

www.bankofamerica@6.22.22.190
  - Legitimate site and companies use a domain name as part of their sites rather than the “@” sign.

microsotf.com
  - Some URLs look very much like the name of a well-known company but there may be letters transposed or left out.
  - These slight differences can be easy to miss and what phishers are counting on.
Leading the industry in preventing card fraud

Fraud protection and monitoring
Notification to cardholders and administrators through email or phone

Causes of fraud-related losses
- Online fraud
- Card server breaches
- Magnetic stripe “skimming”
- Lack of controls

Ways cardholders are combating card fraud
- Review transactions
- Report lost / stolen cards as soon as possible
- Secure account information
  - Do not write account numbers or PINs down
- Be aware of the types of fraud
- Enrolling in mobile alerts

Ways companies are combating card fraud
- Chip & PIN adoption
- Detailed reporting – improved, timely visibility
- Dynamic password authentication – secure access
- Virtual card programs – dynamic card numbers for online use

Source: Javelin Strategy & Research, 2015
Global Card Access
Access card program tools quickly and conveniently

Global Card Access
Website is key to a long-term strategy to deliver corporate card tools in a single, online location with robust security features.

Online PIN Check
Program administrators and cardholders can view their PIN in two simple steps.

Alerts
Receive alerts through text/SMS, email or phone call to help protect your card from fraudulent activity.

Online tools in a single location
www.bofaml.com/globalcardaccess
Alerts
Tools to monitor card activity and help detect fraudulent activity

Alert Options

Select from a variety of alerts
Choose from a menu of alert options in English, French, or Spanish

Designate contacts
Define up to 25 contacts to be notified about alerts you establish – up to three contacts per alert

Customize when alerts are generated
Decide how and when alerts are triggered through configurable thresholds and specific notification time windows

Get access to information virtually anytime, anywhere
Receive alerts via text, email or voice

Alert Types

SUSPICIOUS ACTIVITY
Proactive notification of activity outside your normal purchasing pattern

TRANSACTION ACTIVITY
- Cash withdrawals
- Transactions declined
- Transactions exceeding specified dollar amounts
- Transactions made via the phone or mail

ACCOUNT ACTIVITY
- New card requested
- Personal information updated
- Payment due
- Payment received

TWO-WAY ALERTS
- BAL
- AVAIL
- BILL
- TRANS
- STOP
- HELP
- MENU

Sample text alert during testing

Alerts currently available for card programs in U.S. and Canada. EMEA and APAC will follow shortly.
Alerts
Setting up notifications

1. Register your account simply, in a few minutes. You will be prompted for your credit card number, then asked to create a User ID and Password, and answer three security questions for future identity verification.

2. Add your contacts. Define up to 25 contacts that you can later assign to receive specific alerts via text, email or voice. If you wish, establish ‘quiet times’ where alerts can not be sent to that contact.

3. Choose your Alerts. Configure your settings to select which alerts you wish to receive based on information important to you. Designate up to three contacts/methods to receive each alert.
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