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RHD FM

## You deserve the Best Anti-Fraud Platform

Scenario

The digital fraud landscape is characterized by strong dynamism: over the years, we've witnessed the emergence and evolution of new ways through which cybercriminals often successfully steal money from financial institutions and their end customers.
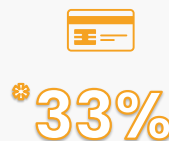
It is the customers who are now more than ever the target of fraudsters, who constantly seek new techniques to bypass the controls and anti-fraud technologies employed by banks.

Alfa Group in Italy
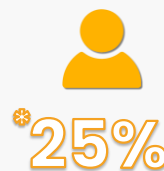
*25% **DIGITAL BANKING USERS MONITORED**

*33% **DEBIT & CREDIT CARD MONITORED**

*38% **BIGGEST ITALIAN BANK**
For capitalization

* Percentage of the total in Italy

TRANSACTION MONITORING AND PROACTIVE PREVENTION
Integration of anti-fraud systems with prevention services

In the field of fraud prevention, Online Fraud Detection platforms are traditionally tied to a reactive rather than proactive approach. Fraudsters are increasingly active within the customer's User Journey, creating the need to enhance the surveillance of all information that could be linked to Fraud Threat Intelligence.

RHD FM, through its **Fraud Integration Layer,** integrates Transaction Monitoring with specific information services based on the type of fraud, increasing the value of **Prevention** compared to **Detection**.
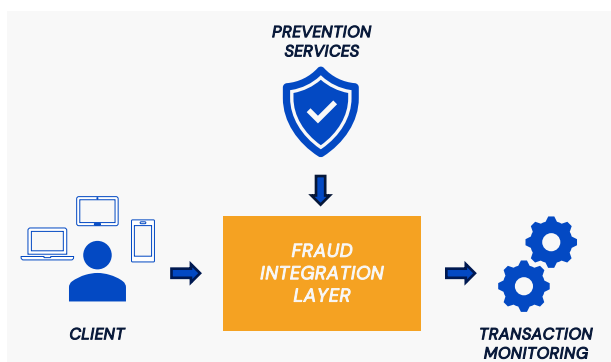
Implemented Services::
Antiphishing
Integration of third-party services covering the entire cycle of countering phishing.
- Web analysis to gather information related to fraud indicators.
- Management of malicious page verification.
- Initiation and management of takedown procedures.

Device Reputation
Management of device knowledge used for login and payment operations.
- Acquisition of device parameters.
- Management of the device's unique identity.
- Verification of the risk level related to the device's usage patterns.

Compromised Payment Cards
Manages fraud indicators, such as lists of compromised cards found on the dark web, which can be used to populate blacklists.

PREVENTION SERVICES

CLIENT → FRAUD INTEGRATION LAYER → TRANSACTION MONITORING

FRAUD WORKFLOW GOVERNANCE
Management of procedural anti-fraud workflows

Transaction Monitoring systems aim to manage individual transactions, completing their task by classifying operations as either genuine or fraudulent.

Fraud management teams require systems that coordinate the acquisition of information to support all processes following the classification of fraud genuineness.

RHD FM is equipped with a dedicated module that allows for the modeling and management of all processes supporting anti-fraud activities, creating a single collaboration platform across various organizational functions.

The following workflows have been implemented:
Anti-Fraud Workflows
- Investigation of suspected fraud cases.
- Handling reports from the call center.
- Recalls.
- Phishing campaign management.
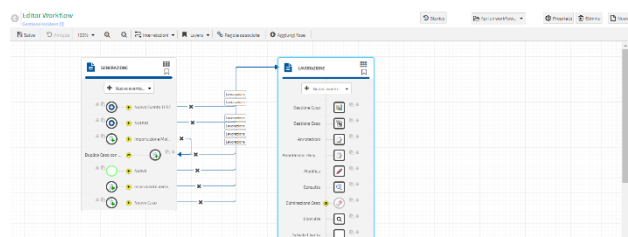
Use Cases

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Mule Account
Mule Account Identification Framework

Frauds related to digital payments occur through various methods, typically culminating with a **Mule Account**, which exfiltrates the fraudulently obtained funds into their own account.
RHD FM implements an analysis model that flags bank accounts with characteristics consistent with the profile of a Money Mule.

The model monitors several data sources, correlating them to identify fraudulent behavior:

Internal data monitoring
Implementation of rules for verifying suspicious patterns related to: personal data, bank accounts, wire transfers, checks, payment cards, ATMs.
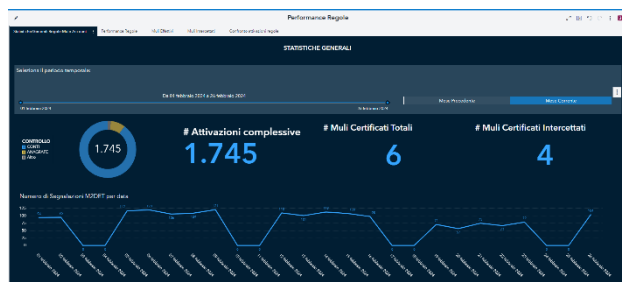
External data monitoring
Implementation of rules for verifying suspicious patterns related to: external feeds, interbank blacklists.

Reporting
Score lists

Mule Fraud Book
The Mule Fraud Book is the bank's knowledge base for implementing effective measures to prevent, monitor and detect Money Mules.

FRAUD ANALYTICS & REPORTING
Management of Data Lake and data analysis

Anti-fraud efforts need to continually reanalyze data in order to adapt strategies to the evolving fraud techniques.
RHD FM serves as the collection point for all relevant information. The anti-fraud Data Lake is the repository that enables reporting activities, analytics calculations, and the development and management of calculation and machine learning models.

Fraud Analytics
- Statistical analysis to verify the effectiveness of counter-fraud models.
- KPI calculations.
- Identification of potential fraud models, complete with training.

Reporting
- Executive reporting
- Operational reporting
- Case analysis

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RHD FM The right solution designed for your customer

Clients

Alfa Group and its clients share the common goal of protecting banking service users from fraud.

technology

A single technology cannot effectively counter fraud. With a continuous innovation process, Alfa Group develops its own technologies and integrates third-party technologies with the goal of creating a unified anti-fraud infrastructure.

people

N.O.V.A. (Next-Gen Operation for Vulnerability & Anti-Fraud)This is Alfa Group's center for providing Fraud & Cyber Risk Managed Services: dedicated, scalable workgroups specializing in operating as the bank's anti-fraud team or complementing an existing team to support customers, processes, and technologies.

process

Alfa Group bases its anti-fraud efforts on a solid understanding of fraudsters' techniques and the continuous evolution of fraud mitigation processes.

Fraud Integration Layer

This module orchestrates all communications between devices, risk engines, transaction monitoring, and Threat Intelligence services for greater effectiveness and efficiency in protecting client transactions.

Fraud Collaboration Portal

This module, through a workflow manager, allows for the design and management of processes that must be activated and shared across all organizational levels to handle fraud. It creates a single entry point for collecting data for all operators.

Money Mule

This is an AI-based analytical model that, through the integration of a series of internal bank data sources, flags bank accounts showing behavioral patterns compatible with the Mule Account profile.

Fraud Case

This platform is dedicated to the Fraud Analyst who, through a unified interface, can analyze and classify all cases proposed by the operational anti-fraud architecture. It integrates internal data sources (customer file, account statement) with transaction data and external data sources to provide the Fraud Analyst with all the useful information for analysis through a single interface.

Software Developer Kit

Integrated into the client's apps, this manages certain analysis services, such as reporting potential phishing or spoofing.

Fraud Analytics

This module manages the application of AI analysis models, the calculation of analytics, KPI dashboards, and more.

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