

## Fraud Prevention HQ

A fraud mitigation solution suite that enables account-holders to proactively monitor accounts for suspicious and fraudulent transactions

Through a strategic alliance with ACH Alert, JHA Payment Solutions™ provides Fraud Prevention HQ, a suite of fraud mitigation solutions that enables commercial and consumer account-holders to proactively monitor their accounts for a variety of suspicious and fraudulent transactions.

This modular anomaly detection and decisioning platform enables financial institutions to customize the level of fraud prevention they provide and empowers account-holders with the sophisticated positive pay solutions to identify fraudulent activities before funds leave their accounts.

Fraud Prevention HQ streamlines backroom operations, improves operating efficiencies while reducing operating costs, allows costly legacy backroom systems to be retired, and eliminates the need for multiple vendors and systems to provide positive pay services. This innovative, fully hosted solution suite also generates the unique opportunity to convert backroom fraud monitoring into a high-value service account-holders are willing to pay for, transforming fraud prevention from a cost center into a recurring fee income opportunity.

### **FRAUD PREVENTION HQ – NEXT-GENERATION ACCOUNT PROTECTION**

Financial institutions set up account-holders in the Fraud Prevention HQ platform and enroll accounts in the appropriate modules. The Fraud Prevention HQ dashboard, which can be branded, is accessed via single sign-on with virtually any online banking solution and is compatible with most mobile devices. The dashboard provides account-holders with instant access to pending transactions that require their immediate attention and pay/no pay decisions.

Out-of-band alerting and response capabilities using separate access devices – SMS text and hosted IVR – combined with the use of one-time authorization codes and voice biometric technology, provides a sophisticated approach to multi-layered security that exceeds regulator expectations.

The four individual modules – PRO-TECH, C.O.P.S., PRO-CHEX, and Bio-Wire – can be implemented as stand-alone solutions or as a full solution suite that can prevent fraud across multiple payment channels

Fraud Prevention HQ is another innovative service offered by JHA Payment Solutions that helps protect a financial institution's reputation and provides competitive differentiation with a proven layered security solution.

### **PRO-TECH – ACH POSITIVE PAY SOLUTION FOR INCOMING ACH DEBIT TRANSACTIONS**

PRO-TECH is an ACH positive pay solution for incoming ACH debit transactions that leverages patented technology to give account-holders control over the pay/no pay decisions that can prevent unauthorized ACH debits from posting and thwart fraudulent ACH entries.

PRO-TECH can be seamlessly and easily inserted into the daily ACH processing flow. Financial institutions set-up treasury, small business, and consumer account-holders with a simple, one-screen process. Account-holders then enter and maintain their contact information, choose their preferred notification method, and establish the rules that trigger notifications. As ACH debits are received, account-holder rules are automatically applied, and near real-time actionable email and/or text alerts are generated for out-of-band incoming transactions. Account-holders can return transactions, approve one-time transactions, or add entities to their approved list, which will eliminate notifications and required authorizations for future ACH debits if those transactions are within the established parameters.

PRO-TECH creates the ACH return entry for all returned debits and re-credit entries if applicable. Two ACH formatted files – return file and offset file – are available for automated processing at established end-of-day cutoff.

PRO-TECH prevents financial losses from untimely detection and return of unauthorized ACH debits, automates dispute resolution with electronic presentment of a written statement of unauthorized ACH debits when applicable, and eliminates the costly setup and ongoing maintenance of legacy ACH debit filters.



## **C.O.P.S. (CREDIT ORIENTATION POSITIVE-PAY SERVICES) – POSITIVE PAY SOLUTION FOR OUTGOING ACH CREDIT TRANSACTIONS**

C.O.P.S. is a positive pay solution for outgoing ACH credit transactions that helps prevent losses from account takeovers by incorporating multiple controls cited in the related FFIEC guidance into a single fraud prevention solution.

The patented validation process for every outgoing ACH credit entry occurs when the transactions are originated in the online channel but before the funds leave the financial institution. ACH credit entries containing routing/account number combinations not included in the originator's approved recipient list trigger out-of-band text alerts to prompt originators to act on exceptions. Alerts contain a one-time, system-generated verification code which originators use to approve batches that contain exception items. A valid verification code allows originators to approve a one-time exception or add the recipient to the approved recipient list. C.O.P.S. also generates alerts to confirm ACH batch counts and totals for each batch originated.

Originators are not required to transmit positive pay files and are not subjected to any additional authentication other than the established review and approval process for exceptions.

## **PRO-CHEX – CHECK POSITIVE PAY SOLUTION**

PRO-CHEX is the first positive pay hosted solution for checks that securely accepts and automatically matches capture data with imported or keyed issuance data. Exceptions are automatically identified and presented, fully branded alerts are generated to support account-holder pay/no pay decisions, and a disposition file and/or report are generated for processing. Payee positive pay is also supported, allowing payee information to be included in the capture file.

A sophisticated data mapping wizard eliminates the need for account-holders to generate issuance files in a specific format or method. Account-holders simply define the file type and location of the required data elements. Data mapping templates can be saved to support ongoing imports.

Check images also can be presented to accountholders via an API call from ACH Alert.

## **BIO-WIRE – OUT-OF-BAND VERIFICATION AND BIOMETRIC AUTHENTICATION SOLUTION FOR OUTGOING WIRES**

Bio-Wire is a fully automated wire verification system based on an interactive voice response system and voice biometric technology to verify callers. When established business rules are violated it leverages patent-pending technology to send out-of-band alerts that prompt authorized contacts to dial in and approve or reject wires. The biometric security controls deter wire fraud that can result from business email compromise and corporate account takeovers.

Account-holders are enrolled by their financial institution and are assigned an enrollment code. They dial a dedicated 800-number established for their financial institution and follow a series of prompts to establish their unique voice print. As online, fax, and email wire requests are received by the financial institution, Bio-Wire systematically performs a validation to determine if established rules, such as wire amount or destination, require account-holder approval. If approval is required for suspect wire activity, Bio-Wire sends alerts to each authorized client contact.

An enrolled contact dials the dedicated 800-number and the interactive voice response system prompts and records the contact verbally entering the authorization code and repeating a random phrase to establish voice match. Once matched, the contact is provided with the details of the wire request, including name of the financial institution the funds are being wired to, beneficiary name, last four digits of the account number, and dollar amount. The contact can approve or reject one-time wires, or approve all future wires to that routing/account number. Wire status is automatically updated in Bio-Wire and is visible in the Fraud Prevention HQ dashboard.

The innovative capabilities provided by Bio-Wire exceed effective controls cited in the FFIEC guidance requirements.

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## **JHA Payment Solutions™**

*JHA Payment Solutions operates as a true payments partner that replaces processing silos with a holistic payments ecosystem that is faster, simpler, and secure. JHA Payment Solutions provides the customized strategy and the production-proven solutions for traditional and emerging payment channels, and the advancing technologies needed to continually evolve, enhance, and expedite the payments experience.*