

# Enhance Your Fraud Mitigation Efforts with Increased Monitoring and Guidance from a Risk Program Specialist.

## Enhanced Fraud Services—Monitoring

Monitoring assigns a Risk Program Specialist to your credit union to provide an increased level of monitoring and guidance. They will help improve the certainty of spotting fraud and sharpen your credit union's response plan for an overall better outcome.



## What Can a Dedicated Risk Program Specialist Do for You?

- 01 Deliver increased monitoring of your fraud risk and trends.
- 02 Deploy custom strategy sets and provide rule performance reviews.
- 03 Collaborate to drive an enhanced experience for your institution and your members.

## EARLY CREDIT UNION ADOPTER SEES TREMENDOUS SUCCESS

### Experience with the Specialist

What are some of the issues the Specialist was able to assist your credit union with?



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- Helping us learn more about digital pay and authentication options for our credit union
- Custom reports to fit our needs
- Tailored strategies around our impact analysis and deeper dive into rulesets

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### Effectiveness Against Goals

What goals or specific improvements were you hoping to see at your credit union through the implementation of this solution?



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- Our goal was to gain a better insight into the fraudulent transactions occurring across our card portfolio, in addition to decreasing losses and assisting our back office.
- We wanted to learn in depth about the rules and strategies that impact our members so we can design a plan to best fit their needs and our own.

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### Ease of Implementations

Did you find it easy to implement compared to other solutions like it?



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- EFS implementation was extremely easy and smooth. PSCU was already receiving our data, so it was more so just getting to know our Specialist and letting them know what we wanted to focus on and what our style is.

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## Overall Experience

We've had a few Specialists since we've joined and all three have been wonderful! In addition to our debit and credit rep, our EFS Specialist is our go-to for any questions or information we need. Even if it's not specifically in her wheelhouse, she makes sure to find out information and guides us in the right direction. She is open and understands our wants and needs as a credit union.

### Add a Risk Program Specialist or Consultant to Your Risk Management Arsenal

If your credit union would benefit from a tailored approach to fraud management, including fraud prevention tools and techniques to fit your unique operational needs and deliver an improved member experience, let's discuss which service level option within PSCU's Enhanced Fraud Services is best for you.