

Open Account Monitoring

Identifying fraudulent activity in existing accounts



Experian's Fraud Open Account Monitoring service is a valuable new weapon in the fight against fraud. In recent projects with clients, Experian identified on average that 2% of the portfolio could be fraudulent.

How much of your existing book is fraudulent?

The Fraud Open Account Monitoring service monitors the accounts of existing customers and screens against a vast array of data sources to identify and prioritise potentially fraudulent activity. The tool can uncover a range of fraud types including identity theft and impersonation.

Using a combination of unique data sources, the Fraud Open Account Monitoring service from Experian screens existing customer and collections accounts and monitors information to identify and prioritise suspicious information and activity.

The service will help lenders identify:

- Account/facility takeover
- First party fraud
- Misuse of facility
- Bust out or sleeper fraud
- Impersonation of the deceased
- Undetected application fraud

As part of this comprehensive service, Experian supports organisations in prioritising and managing the investigation and management of these accounts to maximise the benefit to the organisation.

In customer management

Regular screening of open accounts identifies potentially fraudulent accounts. Organisations can reduce losses from fraud by reducing and removing exposure on fraudulent accounts.

In Collections

Regular screening of accounts in collections removes accounts which could be fraudulent and prevents investment in trying to collect an uncollectable debt.

Ad-hoc

Open account monitoring is part of the quality control before sale, before outsourcing of collections or portfolio or debt sale.

For compliance

Organisations have a responsibility to carry out sanctions and Politically Exposed Persons checks.

For customer service

Organisations are also able to provide a valuable service to customers, protecting them against the impact of identity theft and also identifying fraud activity which the genuine customer may not be aware of.

For staying ahead of fraudsters

Fraud prevention tools can use the data from the service to perform further investigation into links and fraud rings identified through the screening. The service can also help to improve future protection from fraudulent deceptions.

Benefits

- **Reduce losses from fraud** by preventing bust-out and reducing exposure
- **Reduce collections costs** by preventing fraudulent cases entering collections
- **Protect customers** from account takeover and identity theft
- **Identify and stop fraud rings** hitting the organisation multiple times
- **Continually improve fraud protection** with a cycle of evaluation and enhancement
- **Share data with other organisations** to prevent losses across the industry

Screen open accounts

To utilise the service the organisation simply sends the customer data to Experian in a standard data format.

The Fraud Open Account Monitoring service screens existing customer and collections accounts against the specified data sources and monitors information to identify any suspicious activity.

It highlights where information matches against that which could indicate suspicious information and activity which is worthy of investigation.

Investigate and respond

The results are provided in a number of formats including a Health Check summary which provides high level view of the quality of the account portfolio.

A score is created, based on all the information highlighted which indicates the likelihood of fraud. This can be used to focus and prioritise investigations and actions.

The file can be used for referral and further investigation before action is taken, as well as input into the customer management and collections system to feed into future customer decisions.

The services also identifies links between information and accounts which are indicative of fraud rings. These can be viewed graphically in packages such as I2 to enable further analysis and investigation.

Experian offers a full range of consulting and analytical services to support organisations in prioritising and managing the investigation and management of these accounts.

Screen regularly

By regularly reviewing open accounts, the Fraud Open Account Monitoring service allows organisations to check customer accounts to proactively highlight potential fraud, including fraud rings and instances of identity theft that might otherwise have gone unnoticed. Fraud screening should happen regularly as new account takeovers can be identified and new information is added to the data sources all the time.

Improve fraud protection

Fraud strategy can be adapted to use data from the service, matching future applications with the data and characteristics of the information identified by monitoring can stop repeat attempts using the same methodology and improve fraud prevention.

What next?

Experian can demonstrate the value of the Fraud Open Account Monitoring service with a FREE portfolio screening and Health Check summary. Find out more by contacting fraud@uk.experian.com or your account manager