



Helping a Major High-Street Bank Prevent Call Fraud

About a Major High-Street Bank

This renowned financial institution is known for its universal banking and financial services. With a multinational footprint, they have been financing trade and providing comprehensive banking services since the 1800s. Considering its global reach and extensive customer base, and have always been vigilant about protecting its client's interests and preventing any fraud or financial losses.

This major high-street bank leverages a version of Invosys's Call Shield, a call fraud protection product. Already an inbound customer through a network partner, their phone system demands an initial self-serve security process, requiring callers to input their bank account details followed by their date of birth for verification. This collaboration with Invosys underscores its commitment to safeguarding its customers' information.



11,420

Fraudulent
Calls Identified



421

Calls Traced Back
to a Single Source



8

Years A Customer

The Looming Threat of Call Fraud to Financial Institutions

Criminal gangs employ varied and complex methods to commit fraud, including the use of diallers or bots to exploit self-serve platforms. They often purchase minimal personal data from the dark web, containing only two matching items.

Fraudsters will mine this data through a bank's security systems to unlock a third item, significantly increasing the data's value. This enriched data set can then be sold to another criminal gang, facilitating further fraud attacks. For financial institutions, escalating threats can mean significant financial losses and tarnished reputations.

Challenges Solved by Invosys Call Shield

Regular monitoring of the bank's call data, going back to March 2022, has consistently highlighted sustained periods of repeat calls from a small volume of callers, typically using mobile networks that display call behaviour indicative of data mining. An example of this would be the highlighted 665 calls in six days in March 2022, with all calls being 55 to 75 seconds long. These calls do not typically connect to an agent and could be marked as abandoned by on-site monitoring.

Call Shield allows suspicious calls to be identified as they happen, not in post-analysis 6 - 24 - 48 hours later. Calls can be stopped at the source, protecting their organisation and its customers from financial loss or impersonation crimes.

Reaping the Benefits of Call Shield's Robust Fraud Protection

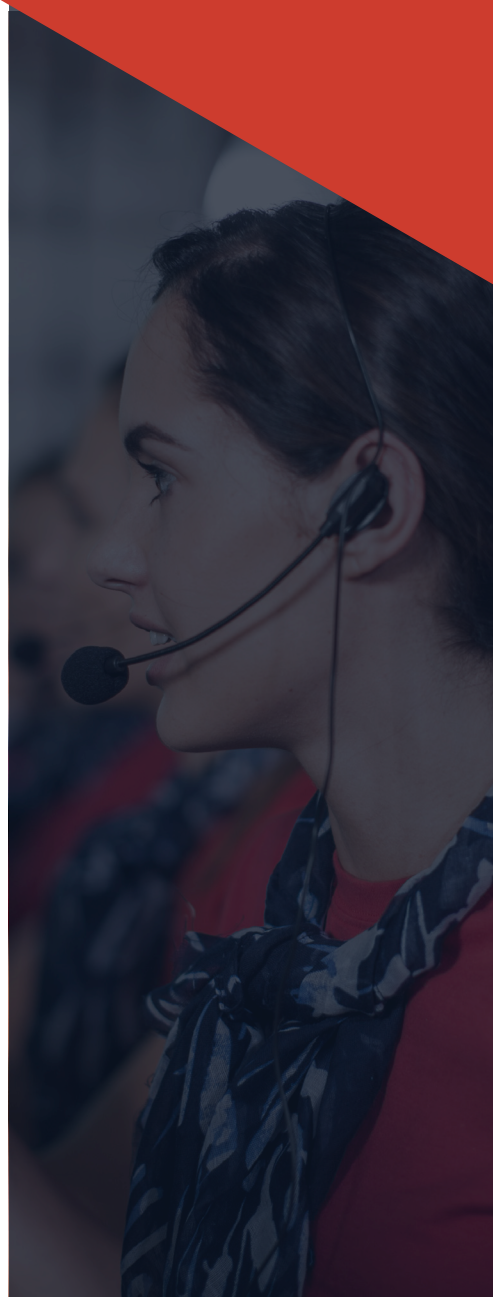
Over the past two years, Call Shield has evolved to link repeat calls from the same source, even when the caller withholds their number. Recent advanced call analysis has highlighted the growing issue of repeated calls from withheld numbers, which has been affecting call-handling capacity.

On one of its incoming lines, Call Shield identified 11,420 withheld calls in seven days, with 421 traced back to the same source. Further analysis revealed this source made 1,647 calls over three weeks, mostly lasting 25 to 40 seconds, with sustained calling patterns. One isolated call lasted over 17 minutes, occurring 10 hours after the nearest call from the same number. The Invosys team suspected that this was an attempt to bypass security measures.

With Call Shield, these calls were immediately flagged as suspicious and blocked from reaching any agents. In turn, they were able to prevent potential fraud attempts and protect their customers' personal information.

Does This Customer Recommend Call Shield?

This Major High-Street Bank absolutely recommends Invosys's fraud protection solutions. A tailored solution like Call Shield addresses specific security challenges while adapting to emerging threats and delivering real-time protection. With proactive identification and mitigation of fraudulent activities, Invosys's call fraud solution ensures that its solution can continue to offer secure and reliable banking and trading services to its customers. For any financial institution, investing in a bespoke fraud protection solution is essential to stay ahead of cybercriminals and protect both the business and its clientele.



**Customizable
Call Workflows**



Easy Set Up



**Analysis
Capabilities**

Ready To Safeguard Your Communications With Invosys's Call Shield Solution?

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