

# Adeptr

*The art and science of customer contact*

## Suspicious Telephone or Postcode (STOP) List



### **Product overview**

Identifying and preventing fraud through identity theft, application fraud and account takeover is a major challenge for card issuers. In such cases, fraudsters will typically change a phone number linked to the account to one they can access. This allows them to verify transactions if challenged by standard fraud checks and then use the card or account unhindered. It is not unusual for a fraudster to take over several accounts across numerous banks and card issuers simultaneously.

Furthermore, actual bank consumers may attempt to avoid paying a debt by falsely claiming it does not belong to them. The card issuer still has the operational cost of investigating fraud claims or collecting on delinquent accounts, some of which will ultimately charge-off.

Card issuers need to be able to recognise when a phone number belongs to a perpetrator of fraud before initiating contact. Preventing fraud benefits the entire financial industry more than any particular organisation, so there is a need to share information in real-time using simple means to help identify people suspected of engaging in fraudulent practices.

Adeptr's Suspicious Telephone or Postcode (STOP) List is a solution that gives card issuers a real-time mechanism to share telephone numbers in a central database, connecting and sharing intelligence about known or suspected fraud perpetrators.

The Adeptr STOP List is a complement to card issuers' fraud prevention systems. It enables participating banks to quickly and easily share information about suspected fraudulent contact details to flag potential risk and alert clients so that they may consider alternative treatment. This solution helps card issuers meet their responsibilities to protect account holders from fraud in a collaborative, proactive and effective way.

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### Product use

Adeptr's Suspicious Telephone or Postcode (STOP) List meets the needs of any financial organisation that is already running Adeptr solutions. It is continually referenced and when contact information matches the STOP List, Adeptr flags it and sends a message back to the bank for alternative treatments based on their processing needs. Depending on the fraud risk, the treatments through Adeptr can include the automated blocking of a consumer account or delivering an automated communication to the consumer on the account through two-way voice, email, or text messages.

Fluid and transparent, the STOP List is constantly updated, with each entry identified with the date and the contributing organisation. Business users can easily access the STOP List via a web portal where new suspected fraud contacts are added 24 hours a day, seven days a week to be instantly available to all participating organizations. By managing the process above, Adeptr supports your business through the fraud prevention and recovery lifecycle.

