

## Defining our anti-fraud solutions

We assist financial services institutions and other organizations with combatting unlawful and deceptive activity aimed at obtaining financial gain such as disputes and claims abuse, scams, insider risk or compromising authentication security.

Our solutions are focused on preventing and detecting first- and third-party fraud, enhancing identity, authentication and orchestration capabilities, investigating internal and external fraud supported by technology, and improving dispute and claims processes.



Shape the future  
with confidence

### Threat identification and red teaming

- Financial institutions are looking to better understand potential fraud risks, identify weaknesses and strengthen their defenses.
- We offer a combination of tabletop exercises and live-fire testing across different channels and product types to discover vulnerabilities and recommendations for improvement.

### Insider threat and internal fraud

- An organization's critical assets are increasingly exposed through hyper-connectivity and shifting business structures.
- We offer a data-driven approach to manage insider threat risk while taking advantage of the advanced analytical tools and information governance disciplines.

### Identity and orchestration

- Institutions are actively seeking advanced methodologies that enable real-time fraud detection capabilities without unnecessarily impeding legitimate customer interactions.
- We offer omni-channel process and control assessment, redesign and automation to improve the customer experience while reducing fraud and operational overhead.

### Investigations and managed services

- Financial institutions depend heavily on their reputation to maintain stakeholder trust.
- We offer a technology-supported approach to investigate facts, resolve disputes and manage regulatory challenges.

### Anti-fraud operations support

- Financial institutions struggle to keep up with the evolving fraud environment, current trends and the strain fluctuations in volume put on their existing framework.
- We offer operational support focusing on project management, risk assessment, strategic planning and organizational design.

### Analytics services

- Financial institutions are actively looking to enhance their technology platforms and harness artificial intelligence (AI) and generational AI (GenAI) analytics for real-time fraud prevention, swift decision-making and enhanced detection/response.
- We offer end-to-end solutions by leveraging fraud intelligence, collaborative data strategies and AI/GenAI.

### Disputes and claims services

- Organizations struggle to balance customer experience and operational costs and minimize losses while executing dispute processes and remaining compliant with regulations.
- Our services focus on technology-enabled processes to enable cost reduction, including system implementation, workflow management and informative data analysis.

### 🔍 Exploitation of elders and payment scams

- As scams proliferate and regulators increase their attention, financial institutions are seeking to strengthen their safeguards around the financial exploitation of elders and scams targeting consumers.
- 🔍 We assist with enhancing fraud frameworks and streamline technology solutions to better limit the exposure for clients and their customers.

# US anti-fraud contacts

## Ernst & Young LLP

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### All in to shape the future with confidence.

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