

AJC Fraud Risk Consultancy Service

A Dynamic Landscape

Whilst the modus operandi (MO) of fraud may not change, its enablers do. Equally, there is increasing government and regulatory scrutiny and requirements which businesses need to be aware of and comply with.

Similarly, as an organisation establishes itself or matures, it should ensure its fraud function matches that level of maturity and growth, so that it maintains strong counter fraud strategies.

AJC Fraud Risk Consultants can deliver the right solutions to meet the ever-evolving needs in the fight against fraud. They will work with clients to enhance their readiness to manage and mitigate fraud in line with their risk appetite statement.

When resources are tight, it can make sense to draw in expertise to work with and support existing staff in the business to deliver short-term projects. This is one area where the AJC Fraud Risk Consultancy team can offer great value for money.

AJC Fraud Risk Consultants will work with clients to:

STRATEGY: Develop and/or review fraud risk strategy, fraud risk statement to business and governance framework, procedures and processes and associated policies.

FRAUD TRENDS: Advise on the latest fraud trends and criminal MOs, and how these might affect the client and its customers.

REGULATIONS: Advise on the possible impact of legislative and regulatory changes.

AWARENESS: Advise on and/or develop fraud awareness training for employees and customers.

In line with the maturity of a client's organisation, AJC Fraud Risk Consultants can also work with clients on areas such as, but not limited to:

- > Roadmaps
- > Target Operating Model
- > Standards
- > Incident Management
- > Governance Framework
- > Risk Appetite Statement
- > Remediation
- > Fraud Policy
- > Training
- > Key Performance Indicator Development
- > Trend Reporting & Dashboard Delivery
- > Change Management
- > Regulation and Laws
- > Customer Awareness

And you might also be interested in our Business Intelligence Services:

- > Data Aggregation & Analytics
- > Key Performance Indicator Development
- > Insight Reporting and Dashboarding

How AJC can help

AJC helps clients from a broad range of organisations, in many different sectors, assess and manage risk, build resilience to maximise outcomes and together address the challenge of the ever evolving fraud landscape.

360° Approach to Fraud Risk Management

Fraud risk management is a dynamic process. As organisations grow, mature and evolve, so do their fraud risks. AJC Fraud Risk Consultancy Team uses the recognised fraud mitigation principles of a 360° approach to fraud control. This methodology assists and guides organisations to identify where they are most vulnerable to the risks of fraud, the threats they face and how they can align their business to prevent and detect fraud, evolving and adapting to the ever-changing environment.



Aligning Business and Fraud Risk Objectives

As a business has its strategic objectives, so too should a fraud department. It is recognised best practice to implement fraud risk strategic objectives aligned with the business. This facilitates the growth of the organisation whilst at the same time offering secure products and services to its customers and/or end clients which reduces vulnerabilities to fraudulent attacks.

The AJC Fraud Risk Consultants will work with clients to develop their fraud risk strategic objectives and implement the appropriate level of business intelligence oversight. The following are a few suggested areas:

- > Maintain and enhance a strong fraud risk culture through transparency, collaboration and awareness.
- > Focus on strong fraud risk management, mitigation and governance.
- > Maintain a strong governance framework across the business.
- > Develop a strong data-led performance insight framework.
- > Regulatory and legislative compliance.
- > Minimising impact of fraud on genuine customers.

Regulatory and Legislative Compliance

Organisations should be aware of and adhere to all related regulatory changes and legislative requirements.

Failure to implement reasonable fraud mitigation measures could result in prosecution of corporate individuals, fines imposed on an organisation, reputational damage and loss of customer trust.

This is a time of intense and increasing scrutiny from government, regulators and the media.

Businesses need to respond to wide ranging changes to the legislative and regulatory landscape, understand what they mean for their business and how they will need to respond.

There is particular focus on authorised push payment (APP) fraud. Not only do banks and payment service providers (PSPs) have to respond to fraudsters using advancements in AI to enhance how they dupe their targets, they also have a number of legal and regulatory changes to contend with, most notably:

- > The Payment System Regulator's (PSR) mandated reimbursement of APP fraud victims: those PSPs holding mule accounts, who are for the first time liable for 50% of the reimbursement of APP victims, are particularly affected.
- > Changes to legislation to allow payment service providers to slow down the processing of outbound payments when there are reasonable grounds to suspect fraud or dishonesty.
- > The Economic Crime and Corporate Transparency Act 2023 provisions meaning a firm in the anti-money laundering (AML) regulated sector can now share information with another firm for the purposes of preventing, detecting and investigating economic crime, without the need to involve law enforcement or a request from the recipient firm. Firms are protected from certain civil claims so long as certain conditions are met.

The AJC Fraud Risk Consultants will work with clients to help understand the changes needed to respond to these challenges.



Testimonial

“Using AJC's significant experience within payments and acquiring gives all payments companies the cutting edge in understanding their risks but more importantly how to manage that risk. AJC's knowledge of card scheme requirements and guidance in managing this landscape is vital to all payments companies.”

Tom Pilling, Trust Payments