



GBG | Instinct

Digital Risk Management & Intelligence Platform



GBG Instinct Hub is a digital fraud and compliance risk management platform designed to integrate seamlessly with core banking systems, enabling swift and frictionless customer onboarding experience while protecting them from falling victim to potential financial crimes.

Besides automating the application review process, GBG Instinct Hub helps organisations further improve their operation efficiency by enhancing fraud detection accuracy and reducing false positives with the options of Machine Learning and advanced risk assessment capabilities via the Intelligence Center.

Its scalable design allows organisations of different sizes to get started and stay agile in their financial crime defence – from the fraud prevention essentials for smaller organisations, such as fintech and neobanks, to more advanced setup with machine learning and additional intelligence capabilities for the larger enterprises.

GBG Instinct Hub protects organisations against modern-day fraud typologies:

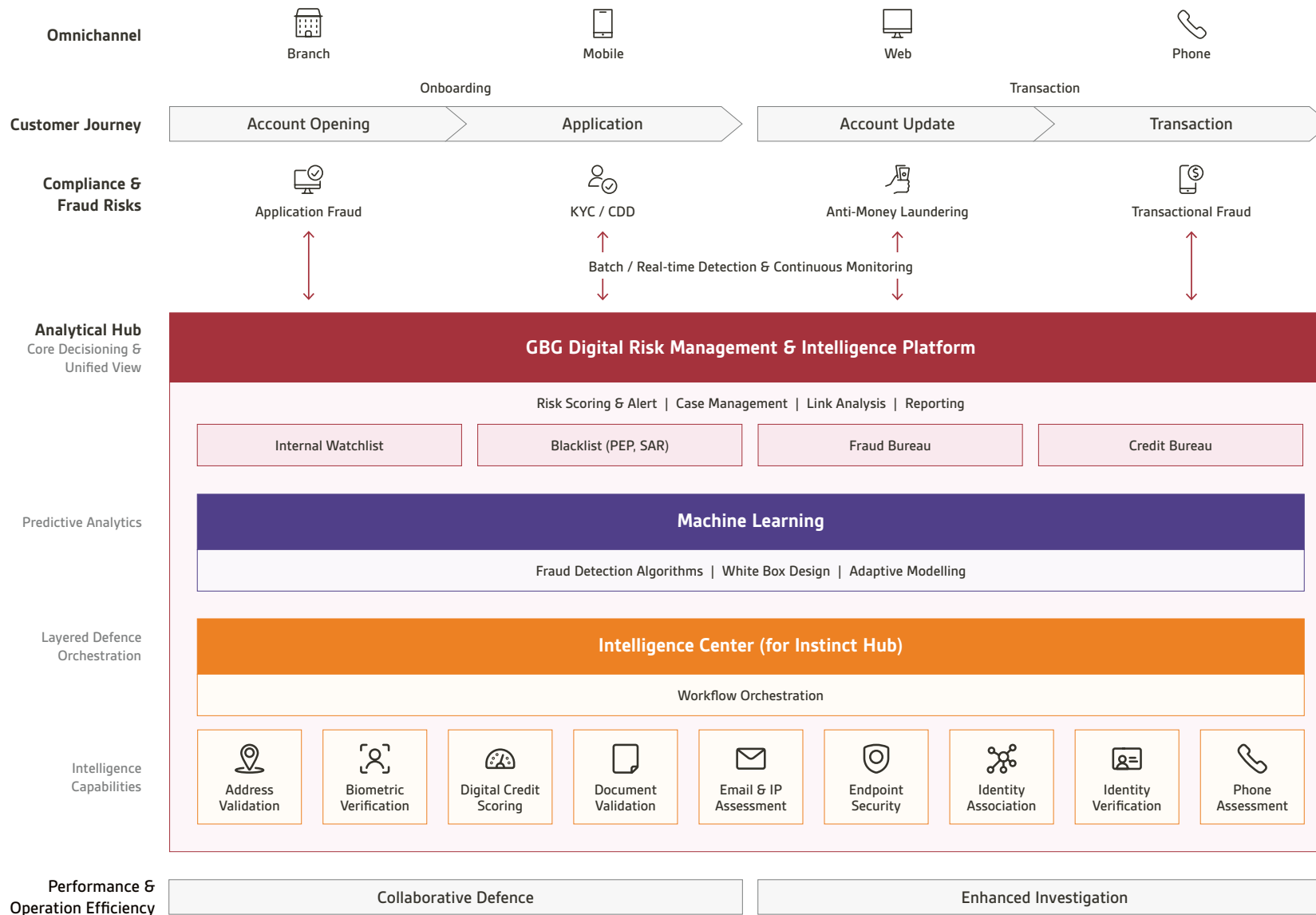
- Omnichannel fraud attacks
- Onboarding fraud on current and new payment methods
- Account takeover
- Identity fraud - First party, social engineered or synthetic identity
- Malicious attacks using malware, bots, Trojan

"49% of global organisations have been a victim of financial crimes, up from 36%.

31% of companies that suffered from fraud are victims of cybercrime."*

* Global Economic Crime and Fraud Survey 2018

GBG Digital Risk Management and Intelligence Platform





Onboard genuine customers from digital channels quicker

- Improve decisioning and customer profiling with aggregated view of intelligence gathered from internal silo data records and external capabilities
- Predictive analysis harness in machine learning intelligently suggests new rules, new variables, and recommend threshold parameters to improve detection
- Reduce false positives by up to 20%* which improves operational gain and process efficiency for fraud investigators

* Based on beta test results with sample of customers

Use Case

Lower false positives to manage growth of digital expansion

Challenges

- Higher number of fraud activities due to larger volume of applications through digital channels
- Addition of complex cyber-attack vectors to mitigate once organizations open themselves to online channels
- Difficulty to construct detection rules and respond with new ones agilely
- Ongoing maintenance of fraud detection rules against latest fraud trends
- Higher false positives as online channels are typically more ambiguous
- Case management inefficiency with lack of experience and hindsight

How GBG Instinct Hub can help

- Machine learning can detect potential fraud risk, learn and mitigate potential fraud loss
- Offer pre-configured models tested and proven against financial crime typologies
- Identify unknown patterns providing incremental fraud detection as compared to traditional rule-based system
- Utilizes predictive analytics to identify good customer traits to allow good customers through quickly



Reduce fraud loss at the point of onboarding

- Identify more online fraud by up to 30%* with machine learning
- Manage complex financial crimes with Instinct advanced anomaly detection and data enrichment features
- Improve fraud detection accuracy leveraging additional risk assessment capabilities via the Intelligence Center
- Leverage existing data from the bank to evaluate user behavioural patterns

“One of the fastest growing region in reported financial crime is APAC, with a growth to 46%, up from 30%”

“Financial crime rates Europe continues to grow. In Eastern Europe at 47%, surpassing Western Europe at 45%”**

* Based on customer beta test results

** Global Economic Crime and Fraud Survey 2018

Enhance branding and customer trust

- Manage cost of compliance with proven best of breed AML solution*
- Protect your customers by detecting organized fraud attacks on them
- Increase your customers' confidence and trust with your organization

* Chartis AML Watchlist Report, 2019





Increase speed to market to drive customer growth

- Keep valuable customers happy with sub-seconds application processing and risk assessment process
- Streamlined onboarding process integrating the bank's front and back-end systems seamlessly
- Launch new branch and online products faster with ready end to end platform infrastructure
- Speed up access to variety of new intelligence and detection capabilities via Intelligence Center
- Modular design offers choice of packaged or customisable solutions with advanced setup for both large enterprises and small medium sized ones
- Capable of processing more than two million applications per day with precise or fuzzy match



Use Case

Launch new digital engagement products like e-wallet and instant credit card with surety

Challenges

- New products are attractive target for fraudsters due to immaturity in defences
- Lack of effective counter measures for new products introduced resulting in uncertainty of fraud risks and potential losses
- Consumers in the digital age demand speed and frictionless experience, creating less time to filter out bad actors
- Converging silo data and additional data sources to validate customers across new digital channels quickly
- Difficulty in consolidating silo data and limited intelligence for validating customers onboarding via digital channels

How GBG Instinct Hub can help

- Aggregate in-house silo data sources and enrich with additional intelligence by leveraging external capabilities such as identity verification, endpoint security, phone, email and IP assessment
- Enhanced accuracy in instant decisioning when onboarding quality applicants – with improved real time application fraud analytics on each individual by utilizing added intelligence
- Pre-configured detection rules within Instinct Hub provides turnkey fraud defence and compliance management best practice

The outcome

- Increase detection accuracy to fast track good customer throughput – through real time ingestion and risk analysis of rich digital and cyber channel attributes.
- Fraud analysts are empowered to respond effectively to threats with real-time, orchestrated fraud detection processing.

Operational efficiency, effectiveness gains and informed decisions

- Automated review alerts and easy visualization of information to prioritize case management and manage fraud analysis
- Better user experience with dynamic workflow investigation
- Enable financial crime team to easily convey insights to others, spot outliers and emerging trends with link analysis (**Figure 1**)
- Enables the investigator to triage the review and action of applications more efficiently by presenting relevant matched applications in one screen, eliminating the need for back and forth toggling to compare matches and an advanced search functionality (**Figure 2**)
- Instinct Dashboard provides quick graphical summary of daily alerts and actions (**Figure 3**)

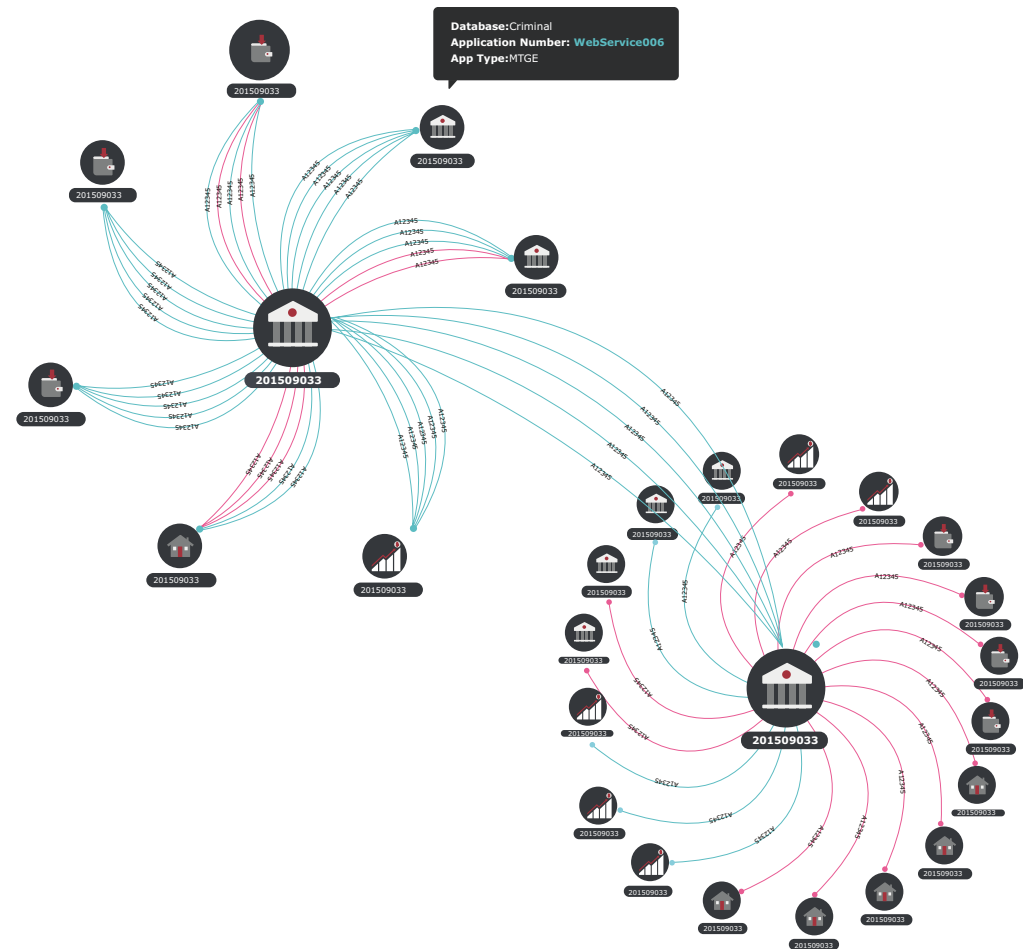


Figure 1 - Link analysis

GBG Instinct

Dashboard Overview **My Queue (992)**

Organisation	Country Code	Application Number	Application Date	Application Type	Amount/Limit	Case Number
GBA	AU	2019102304320	11/05/2019	AUTO	15000	C029338
GBG	AU	2019102405650	12/05/2019	CARD	150000	-
GBA	AU	2019102300000	13/05/2019	AUTO	20000	-
GBG	AU	2019102397600	13/05/2019	AUTO	80000	-
GBG	AU	2019102357700	14/05/2019	AUTO	110000	C024335
GBG	AU	2019102300000	14/05/2019	MTGE	13000	-
GBG	AU	2019102565403	14/05/2019	AUTO	34000	-
GBG	AU	2019102320000	15/05/2019	CARD	23000	-
GBG	AU	2019102345500	16/05/2019	CARD	11000	-
GBA	AU	2019102378700	16/05/2019	MTGE	12000	-
GBG	AU	2019102760000	16/05/2019	CARD	400	-
GBG	AU	2019105600770	17/05/2019	AUTO	500	-
GBG	AU	2019102300450	17/05/2019	AUTO	1100	-

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Figure 2 - Review triage

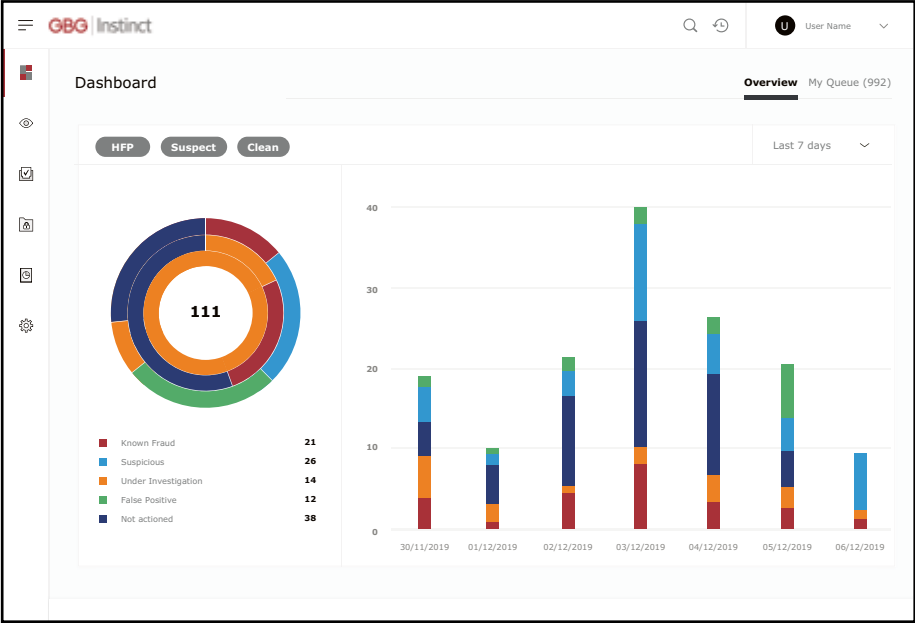


Figure 3 - Review Dashboard

Ease the burden of compliance

Challenges

- Labour-intensive compliance obligations
- Poor customer onboarding experience
- Accuracy is paramount
- Onerous process to collect, monitor and investigate customers

How can GBG Instinct Hub help

- Instinct Hub automates the customer risk rating through intelligent KYC risk framework in real-time to provide a fast, accurate decision
- Automate PEPs and sanction, CDD and EDD screening
- Helps investigators review cases for further investigation while maintaining a compliance audit trail
- Risk engine and customization rules enable fast and accurate decisioning

Benefit from GBG's decades of fraud and compliance management expertise

With operational best practise experience gained from working with top financial institutions and banks around the world, GBG Fraud Specialists and Professional Services Consultants are armed with deep industry knowledge, vital market insights and understanding of the local regulatory requirements.

GBG Professional Services has been consistently delivering effective and proven fraud and compliance solutions to help businesses, from small, mid-sized to large enterprises, be digital-ready without compromising on fraud and compliance risks.

Committed to customer success, each solution deployment is a partnership with our customers to understand the business challenges, identify and assess the requirements, before designing and deploying the best suited solution.

On top of this, GBG Professional Services offers health check, as well as rules and model tuning services to ensure the solutions stay current and continue to deliver consistent and optimal performance.





About GBG

GBG is a global technology specialist in fraud, location and identity data intelligence with offices in 18 locations worldwide.

For over 30 years, GBG has been accessing and verifying identities, to the standards set by financial regulators, of more than 4.4 billion people worldwide or 57% of the world's population. GBG has a network of over 270+ global partnerships and access to 510+ datasets to provide data with accuracy and integrity.

In the fraud category, GBG manages end-to-end fraud and compliance needs across a range of industries including financial services (international, regional and local banks, auto finance companies, P2P lending, mutual companies, and credit unions), government services, retail, betting and wagering. Some of our customers include 90% of top tier banks in Malaysia, BNP Paribas Personal Finance in Spain, regional banks like HSBC, and major wagering players like Tabcorp.

For more information about GBG Instinct Hub

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GBG Offices Worldwide

APAC: Beijing, Canberra, Jakarta, Kuala Lumpur, Melbourne, Shanghai, Shenzhen, Singapore, Sydney

Rest of World: Barcelona, Dubai, Germany, Turkey, United Kingdom, United States



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