Instinct

Digital Risk Management & Intelligence Platform

GBG

GBG Instinct Hub is our latest digital fraud risk and compliance management platform designed to integrate seamlessly with core banking systems, protecting financial institutions and their customers from financial crimes while ensuring frictionless customer onboarding experience.

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
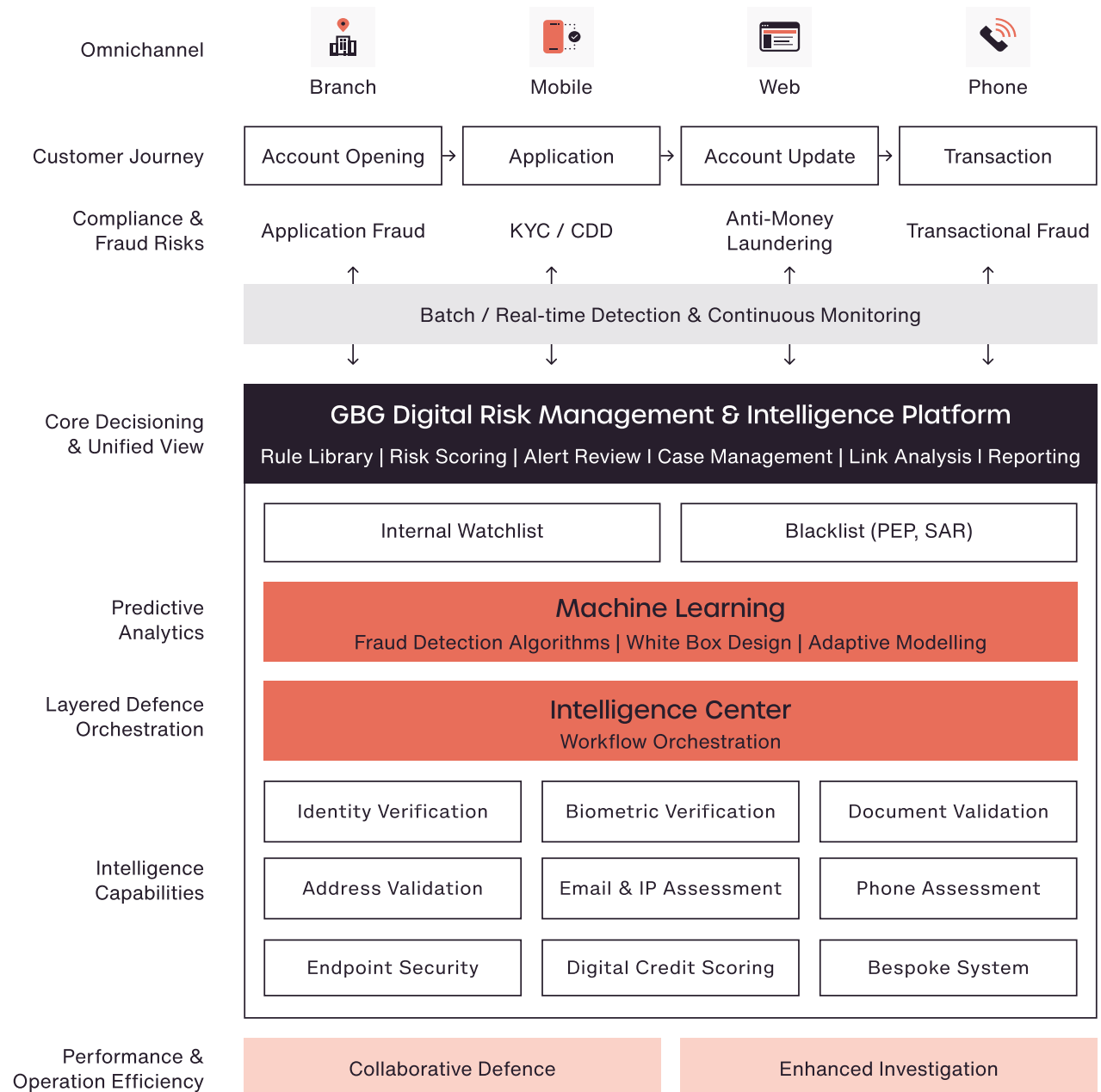
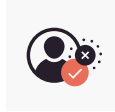Malicious attacks using malware, bots, Trojan

"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."*

GBG Digital Risk Management and Intelligence Platform

Omnichannel	Branch	Mobile	Web	Phone

Customer Journey	Account Opening →	Application →	Account Update →	Transaction

Compliance & Fraud Risks	Application Fraud	KYC / CDD	Anti-Money Laundering	Transactional Fraud

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Batch / Real-time Detection & Continuous Monitoring

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Core Decisioning & Unified View

GBG Digital Risk Management & Intelligence Platform
Rule Library | Risk Scoring | Alert Review | Case Management | Link Analysis | Reporting

Internal Watchlist	Blacklist (PEP, SAR)

Predictive Analytics

Machine Learning
Fraud Detection Algorithms | White Box Design | Adaptive Modelling

Layered Defence Orchestration

Intelligence Center
Workflow Orchestration

Intelligence Capabilities

Identity Verification	Biometric Verification	Document Validation
Address Validation	Email & IP Assessment	Phone Assessment
Endpoint Security	Digital Credit Scoring	Bespoke System

Performance & Operation Efficiency

Collaborative Defence	Enhanced Investigation

Onboard genuine customers quicker

Reduce false positives close to 45%* which improves operational gain and process efficiency for fraud investigators
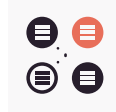
Improve decisioning and customer profiling with aggregated view of intelligence gathered from internal silo data records and external capabilities

Predictive analysis harness in machine learning intelligently suggests new rules, new variables, and recommend threshold parameters to improve detection

* Based on beta test results with sample of customers

Lower false positives to manage growth of digital expansion

Challenges

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

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

Reduce fraud loss at the point of onboarding

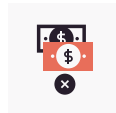"One of the fastest growing region in reported financial crime is APAC, with a growth to 46%, up from 30%"

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

Identify more online fraud by up to 30%* with machine learning

Leverage existing data from the bank to evaluate user behavioural patterns

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

* 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*

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Protect your customers by detecting organized fraud attacks against them

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Increase your customers' confidence and trust in your organization

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Increase speed to market to drive customer growth

Keep valuable customers happy with sub-seconds application processing and risk assessment process

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Streamlined onboarding process integrating the bank's front and back-end systems seamlessly

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Launch new branch and online products faster with ready end to end platform infrastructure

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Speed up access to variety of new intelligence and detection capabilities via Intelligence Center

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Modular design offers choice of packaged or customisable solutions with advanced setup for both large and small enterprises

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Capable of processing more than two million applications per day with precise or fuzzy match

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Launch new digital engagement products with surety

Challenges

Lack of effective counter measures for new products introduced resulting in uncertainty of fraud risks and potential losses
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Difficulty in consolidating silo data and limited intelligence for validating customers onboarding via digital channels
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Consumers in the digital age demand speed and frictionless experience, creating less time to filter out bad actors
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Converging silo data and additional data sources to validate customers across new digital channels quickly
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New products are attractive target for fraudsters due to immaturity in defences
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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
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Enhanced accuracy in instant decisioning when onboarding quality applicants – with improved real time application fraud analytics on each individual by utilizing added intelligence
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Pre-configured detection rules within Instinct Hub provides turnkey fraud defence and compliance management best practice
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Operational efficiency, effectiveness gains and informed decisions

Automated review alerts and easy visualization of information to prioritize case management and manage fraud analysis
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Better user experience with dynamic workflow investigation
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Enable financial crime team to easily convey insights to others, spot outliners and emerging trends with link analysis (Figure 1)
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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)
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Instinct Dashboard provides quick graphical summary of daily alerts and actions (Figure 3)
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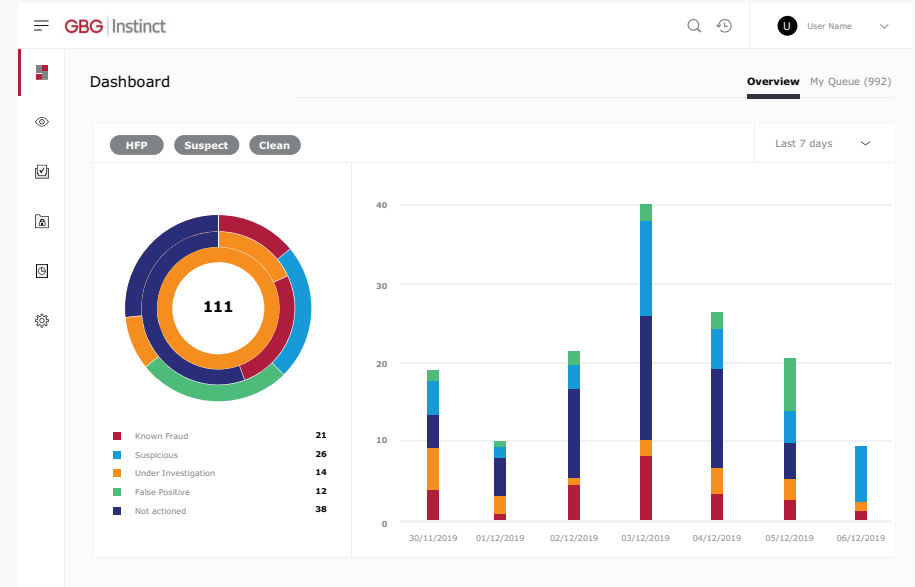

Figure 1 - Link analysis

Figure 2 - Alert triage

Figure 3 - Alert Dashboard

Ease the burden of compliance

Challenges

Labour-intensive compliance obligations
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Poor customer onboarding experience
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Accuracy is paramount
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Onerous process to collect, monitor and investigate customers
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How GBG Instinct Hub can help

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

contact@gbgplc.com
www.gbgplc.com/apac

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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