

Subscription Fraud the Challenge

Subscription fraud involves obtaining the customer information (KYC documents) required for signing up to new telecom contracts or services with a valid authorization, but without the intention of paying for the products and services used.

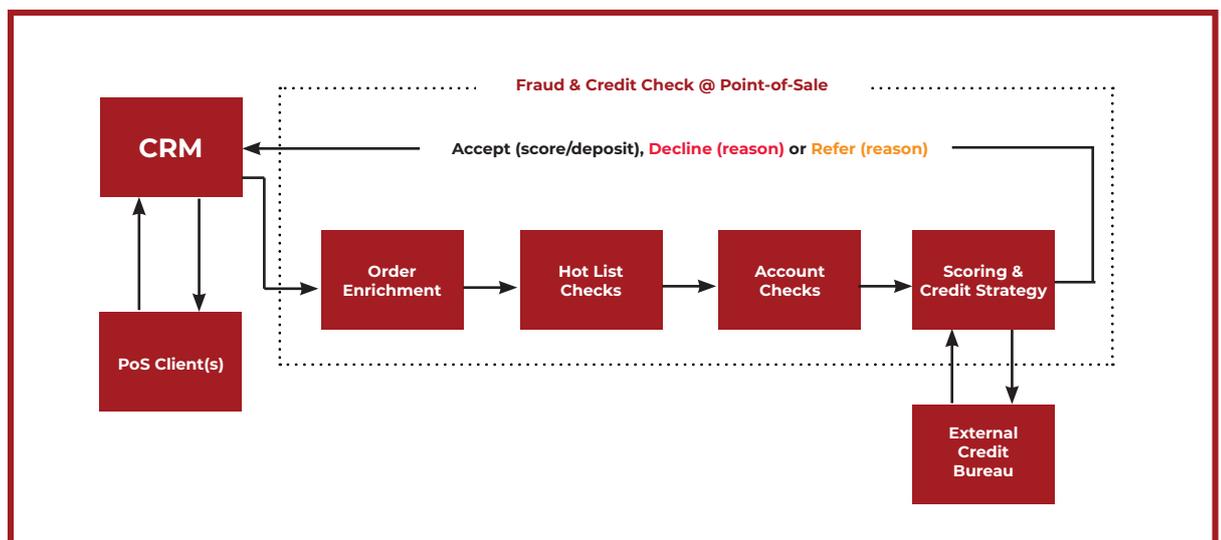


How do we solve this problem?

Our Point-of-Sale (PoS) or Fraud Credit Check (FCC) accepts customer orders for telecommunications product and services, performs a series of checks and provides a decision to the CRM as to whether the application should be accepted, declined or referred. The solution can be deployed in-line with the Point-of-Sale process or off-line.

FCC assigns a score and deposits to an accepted application. Referred applications are presented to an analyst for manual review. The analyst will either accept or decline the order, assigning an appropriate score and deposit value.

FCC is comprised of two groups: Credit Vetting and Fraud Check. The CRM initiates the Credit Vetting and Fraud Check, which completes synchronously as a single step.



At the end of the process, there is a Fraud Decision, Credit Decision (for each Order Item) and potentially an External Database access decision.