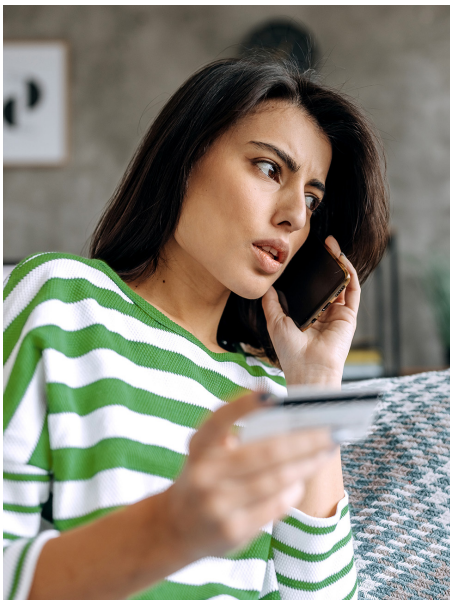
Card Risk Office



Card Risk Office℠ leverages predictive analytics and decision-management technology to manage and reduce losses from card fraud.

- Minimize negative impacts to members
- Reduce card fraud exposure
- Access a single point of contact for risk management
- Improve member satisfaction

Are you having a tough time staying up to date on the latest types of fraud that can impact your members? If so, you are not alone. Fraudsters evolve and new scams come to light all the time. But with Federal Trade Commission data showing nearly $8.8 billion was lost to fraud in 2022—an increase of over 30% year-over-year—it is an area to stay savvy about to protect both members and your bottom line.

Card Risk Office is designed to help protect credit unions and their members from fraud and the impacts of fraud. It centralizes risk management in one place while leveraging the latest technologies and industry expertise to help mitigate losses and keep a positive experience for your members.

How It Works

Expertise meets today's technology to battle card fraud with Card Risk Office. Other than being informed that there is protection in place, members should not notice Card Risk Office unless they are a potential victim of fraud and they are notified as a result. While no one wants to be the victim of fraud, being notified as soon as possible provides protection and peace of mind.

Card Risk Office is not a set-it-and-forget-it product. Our partners at Fiserv have dedicated risk analysts that are part of the Card Risk Office experience. They are here to help manage your card program goals for risk mitigation and to ensure a positive member experience. As evolving fraud trends are analyzed, strategic recommendations are made to you.

This product will become your dedicated virtual risk office, supporting your existing risk management team, being proactive in case monitoring, and helping you address and solve fraud as needed.

Built to Fit Your Credit Union

Your credit union is unique. To provide the right mix of service for you and your members, we are pleased to recommend two service tiers: Card Risk Office Advisor and Card Risk Office Select.

Key Benefits

Balanced Risk Mitigation Approach: Achieve a balanced approach to risk management that minimizes negative member impact.

Minimize Exposure and Loss: Reduce card fraud exposure and loss-of-fee income

Card Risk Office

Single Source: Benefit from a single point of contact.

Gain Extension of Your Team: Gain insights from analysts to proactively catch emerging fraud trends.

Access Analysis: Leverage comprehensive monitoring and reporting services.

FEATURES	Card Risk Office Advisor	Card Risk Office Select
Basic transaction blocking	•	•
100% predictive fraud scoring in real time	•	•
Case fraud scoring and management	•	•
Fraud notifications to cardholders	•	•
Essential fraud rule package	•	•
Custom fraud letters	•	•
Real-time access to fraud case system	•	•
Compromised card support	•	•
Access to educational webinars and Trend Watch notifications	•	•
Standard risk reports	•	•
Introductory consulting engagement	•	•
Configurable notification strategies	•	•
Concise billing structure	•	•
Dedicated risk consultant	•	•
Analysis of tagged fraud transactions	•	•
Rule-authoring service	•	•
Monthly fraud performance reports	•	•
Premium fraud-rule package	•	•
Automated card status based on specific rules	•	•
Real-time rule deployment		•
Client access to author and view rules		•
Specific rule exemptions based on BINs and cardholders		•
Advanced transaction scoring		•
Proactive dark web compromised card analysis		•
Automated risk-exemption service		•
EMV 3-D Secure authentication support and global rules		•
Upgraded fraud case text notifications		•
Hot-list management		•
Non-on-us ATM activity alerting and actions		•
Automated VIP rule segmentation		•
Optimized deny thresholds for card-not-present, EMV, international, and more		•
FraudTracker		•

"Fraud continues to evolve. Staying ahead of it to prevent or mitigate fraud is crucial in both protecting members and keeping them satisfied. Card Risk Office is the most comprehensive tool out there, and it conveniently manages your risk office virtually from a single source. This helps your members and staff alike."

Rebekah Higgins
Chief Growth Officer

Learn More

For additional information on implementing Card Risk Office at your credit union, please contact your dedicated Client Success Manager.