XXVI Congreso de Seguridad Bancaria CELAES 2011

# The Evolving Global Fraud Landscape

# **Emerging Organized Crime Groups Rick Cases-Ayala - American Express** August 2011





# The New Global Fraud Landscape











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# **Financial Fraud Evolution**

 Over the last decades financial fraud has evolved from an unsophisticated crime committed by single individuals to a highly sophisticated fraud perpetrated by transnational criminal organizations





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## The Digital years

The adoption of digital technologies is changing the relation between financial institutions and its customers.

- Mobile banking, online and P2P payments are all new technologies that are rapidly evolving.
- It has been widely used for communication with customers, storage of data, payments, online transactions and all sorts of interactions among the different players.

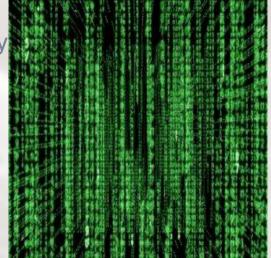




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# Organized Crime in Digital years

- At the same pace the digital world develops new technologies for good, criminals are also developing it for bad.
- In the new digital era, data can be instantly transferred to any place in the globe and stored anywhere.
- Botnets can deploy DDOS attacks compromising networks, servers and data.
- Associations of different criminal groups around the world can create a complex organization, with multi purposes and objectives.





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# Organized Crime in Digital years

Different communication platforms like chat rooms, carding Forums, Skype, SMS messages and social media networks facilitate the establishing of criminal organizations structured in silos.

There is no need to really know each other but just trusting someone's virtual identity.

They get together for specific objectives and all interaction is done in a virtual world.

It is hard to combat this kind of organization as they are distributed in different regions or countries and the evidence against them can be anywhere.





# Fraud preventions -A continuous process

Financial Institutions are constantly enhancing their security by improving their products, operational platforms, procedures and authentication methodologies

Fraud models PCI Chip & PIN Tokens SMS for customer



Cross border fraud Phishing scams Massive data compromise

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At the same time, organized criminals are dedicating all effort to surpass the new preventive tools which were implemented and to mitigate any possible risk to their operation

#### Mexico organized crime

- In Mexico due to the violence of these organized crime rings, they threaten merchants, with physical violence to perpetrate the fraud.
  - Cards are compromised in US and Mexico. Once the data is encoded in a counterfeit card, it's presented at department stores

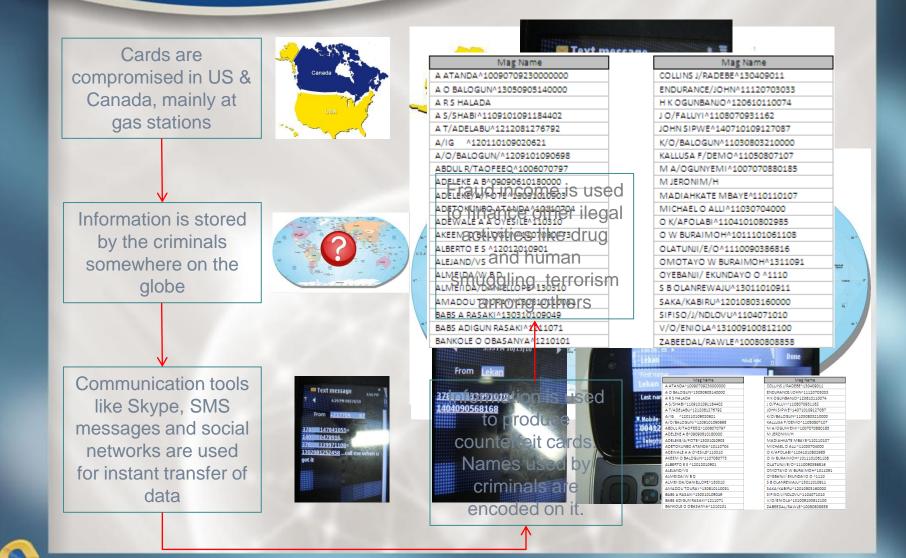


Even though the transaction are not approved, criminals continue to present cards one after the other, until an approval is obtained.



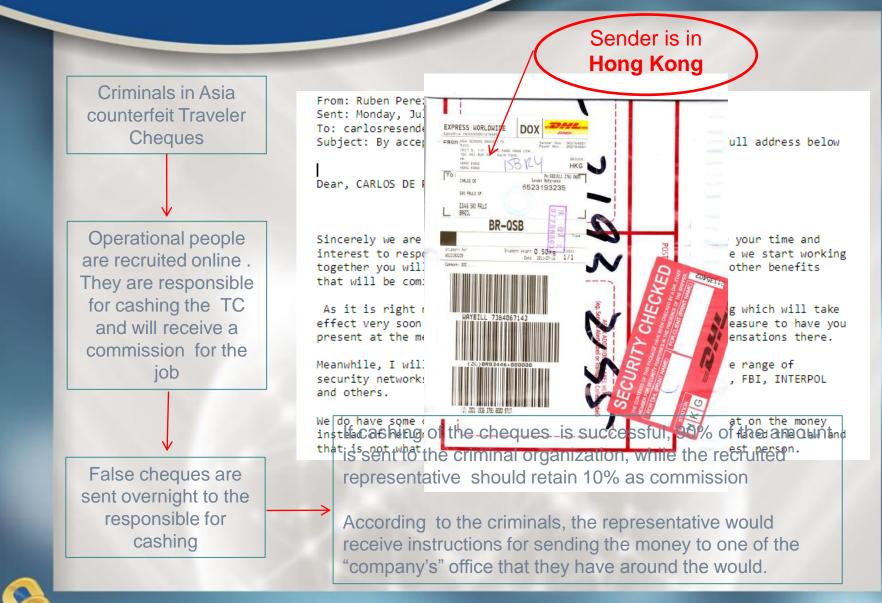


### Africans Criminal Group



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# Traveler Cheques Scam



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# Fighting Organized Crime

Fighting against organized crime requires an International effort as syndicates are distributed throughout different countries.

- Legislation should support Law international Enforcement cooperation.
  - Forums to leverage the network of private sector, financial institutions and Law Enforcement.
- Knowledge and expertise of investigators must evolve at the same pace of criminal activities.

# **COOPERATION**



