

# Overcoming Consumers Security Concerns to Drive Digital Bill Payment Adoption

August 19, 2021

# Today's Presenters



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# Today's Agenda

- Consumer Payment Insecurity
- What companies are not doing about security
- What companies can do about security
- About ACI Worldwide
- Questions...and answers

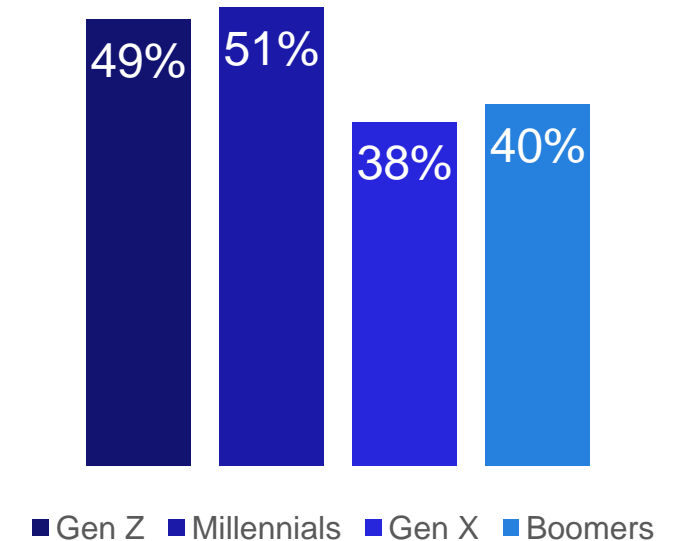
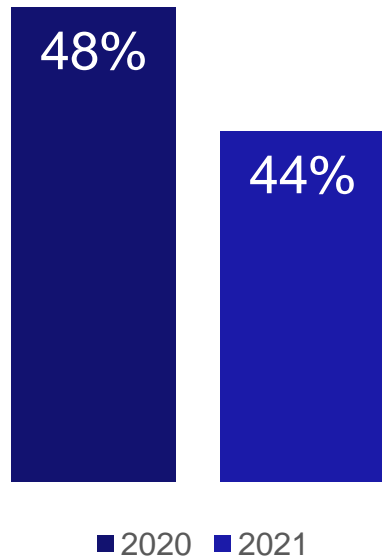


# Consumer payment insecurity



# Consumers are less confident about the security of their payment data

Q: Do you believe your data is more secure than it was 5 years ago?



# What's driving the lack of confidence?

## Major gasoline pipeline hacked

- 45 percent of the fuel supply in the eastern U.S.
- Colonial did not use multi-factor authentication
- Ransom Paid: \$4.5 million in Bitcoin

## World's largest meat company hacked

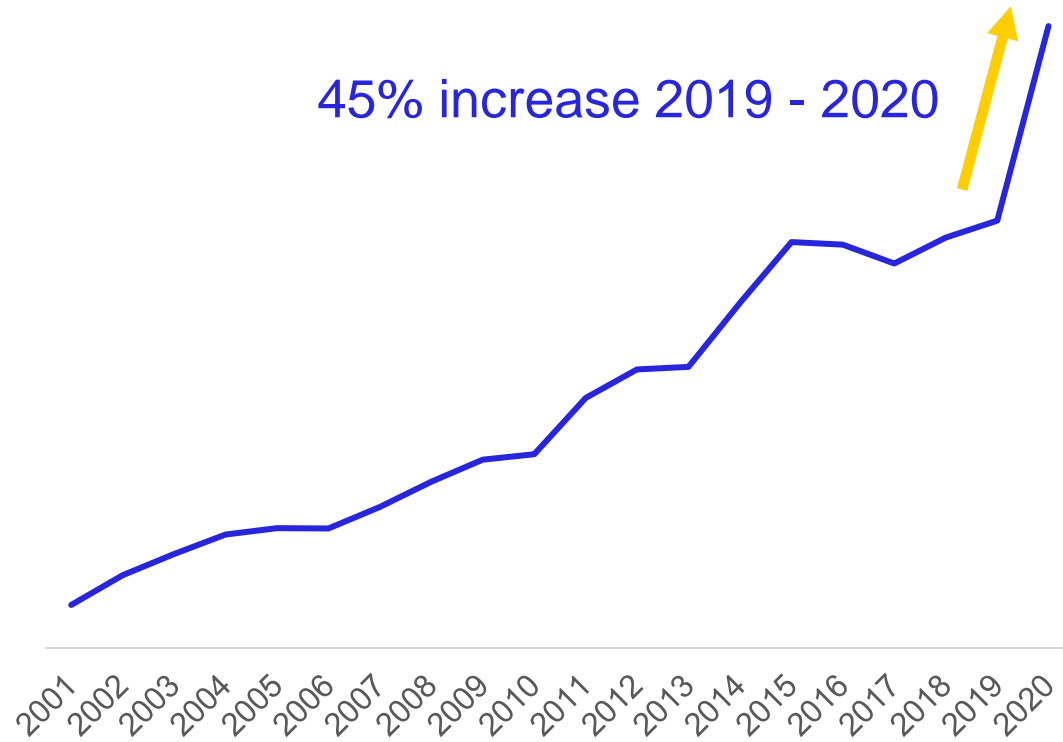
- 20 percent of nation's meat processing
- Breach started in March, discovered in June
- Ransom Paid: \$11 million in Bitcoin



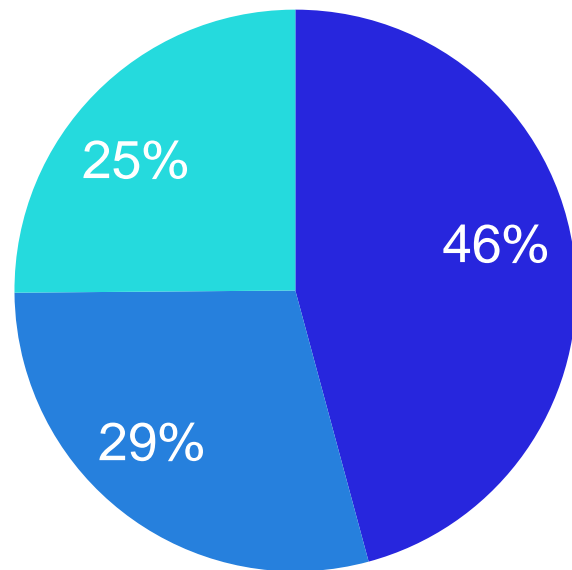
Energy

**One password allowed  
hackers to disrupt Colonial  
Pipeline, CEO tells  
senators**

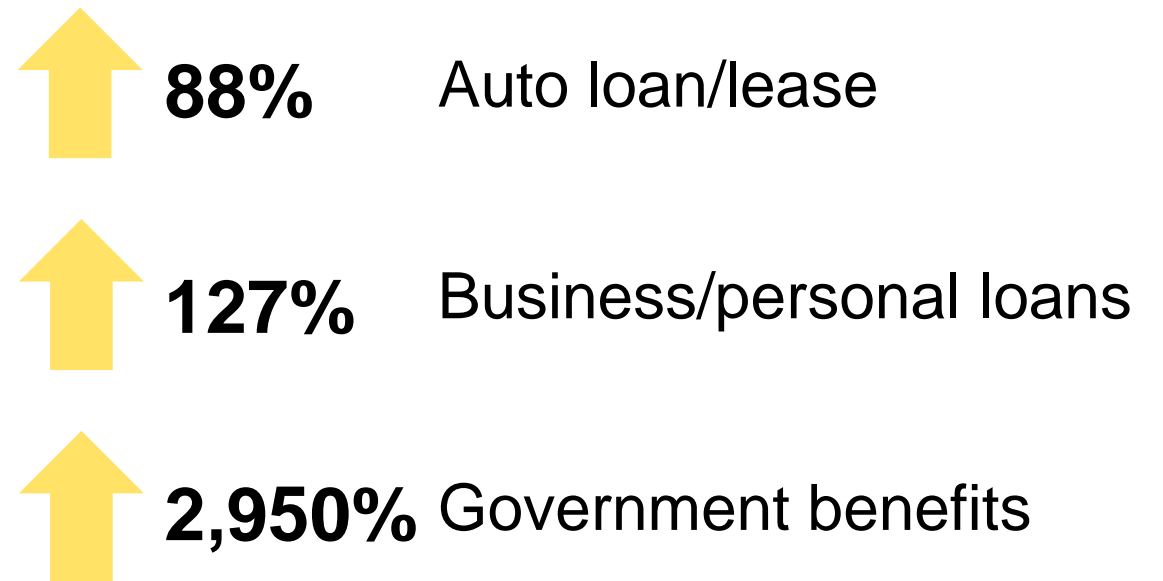
# FTC: Sharp increase in fraud, ID theft



# FTC: Identity theft up 113% from 2019



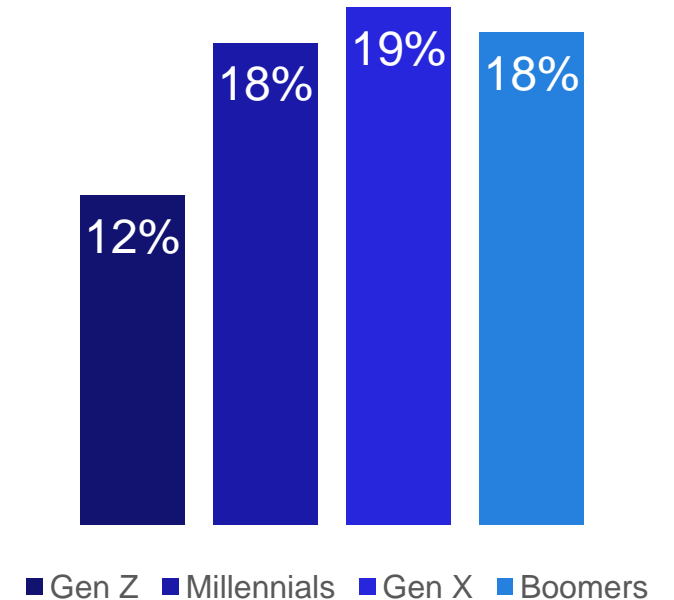
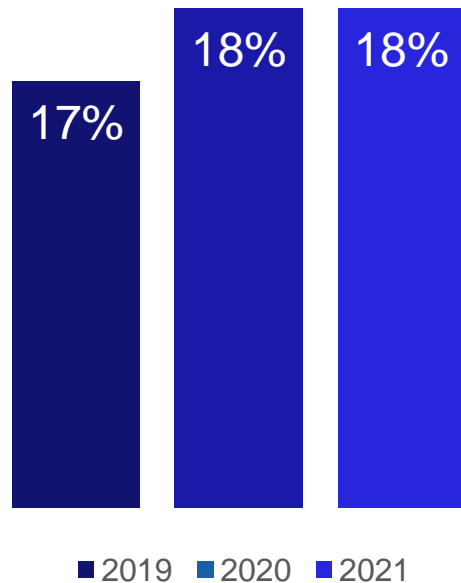
■ Fraud ■ Identity Theft ■ Other





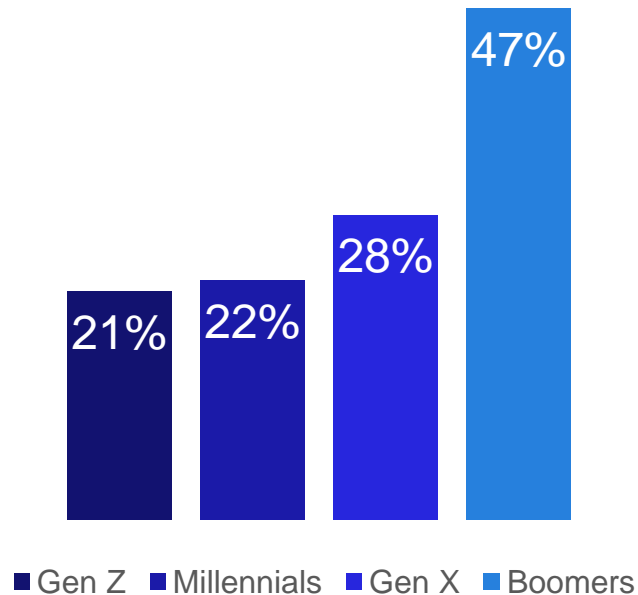
# Nearly one in five have experienced online ID theft

Q: Have you ever been a victim of online identity theft?

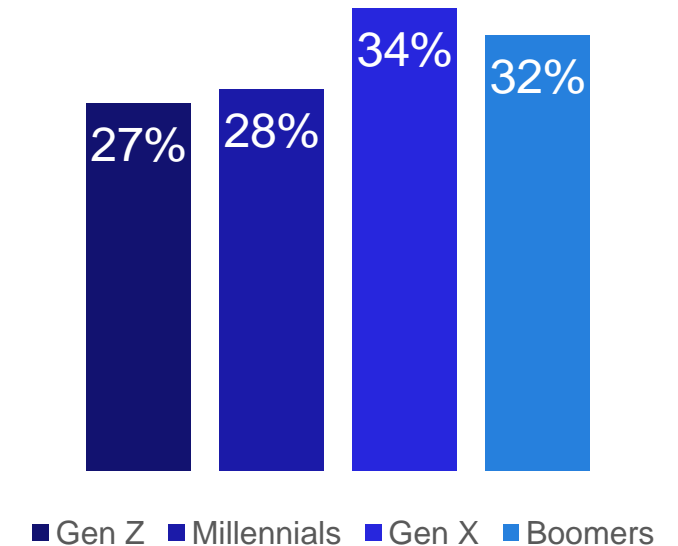


# Consumers are concerned about security...but...

Remember bill pay passwords by writing them on paper



Only change passwords when prompted by the biller



## Audience Poll

# Which password manager do you use?

LastPass

KeePass

Auto fill  
feature

Other

None

# What companies are not doing about security



# Few companies have four basic security measures in place

**49%**

We regularly test our security systems and processes

**39%**

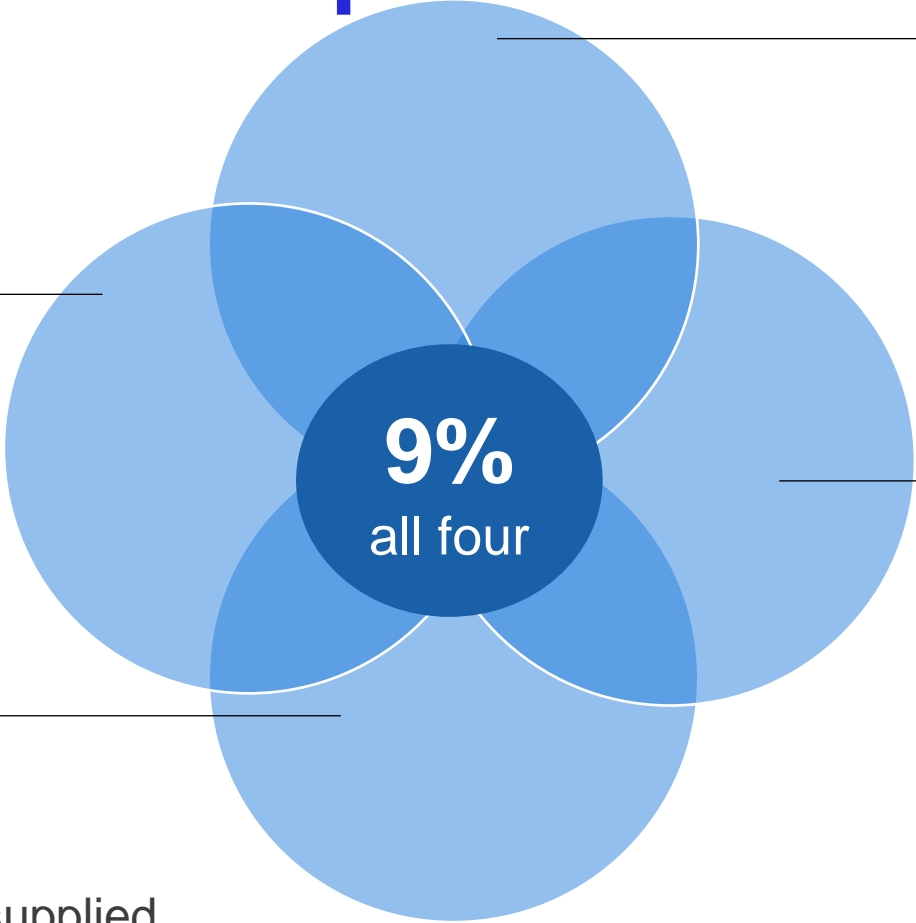
We change all default/vendor-supplied passwords

**39%**

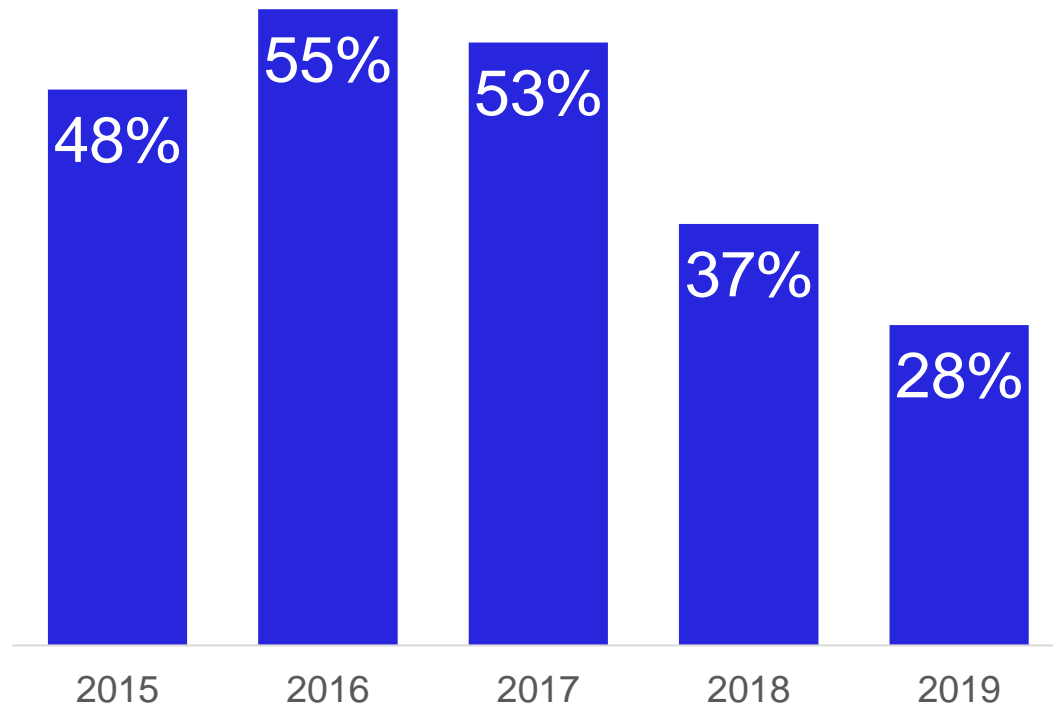
We restrict access on data to a need-to-know basis

**40%**

We always encrypt sensitive data when sent across open, public networks



# PCI-DSS compliance rates are dropping





# Remote workforce security challenges

**79%** saw remote working increase as a result of COVID-19

**364%** increase in phishing attempts in 2020 versus 2019

**49%** of workers had allowed friends or family to use their work devices



# Contact centers still rely on outdated and risky data collection practices



72%

of agents who collect credit or debit card information over the phone require customers to **read card numbers out loud**



30%

of agents have **access** to customers' payment card information or SSNs on file **even when they're not on the phone** with a customer




42%

of agents who were asked to access or share customers' payment card information **did not report the situation**



# Nearly half of companies report sacrificing mobile security to meet deadlines or productivity targets

	Organizations experiencing a security compromise	Organizations that sacrificed security to “get the job done”
2018	27%	32%
2019	33%	48%
2020	39%	43%
2021	23%	45%

## Audience Poll

**How many of your customer service agents are working remotely?**

**<25**  
percent

**25-50**  
percent

**50-100**  
percent

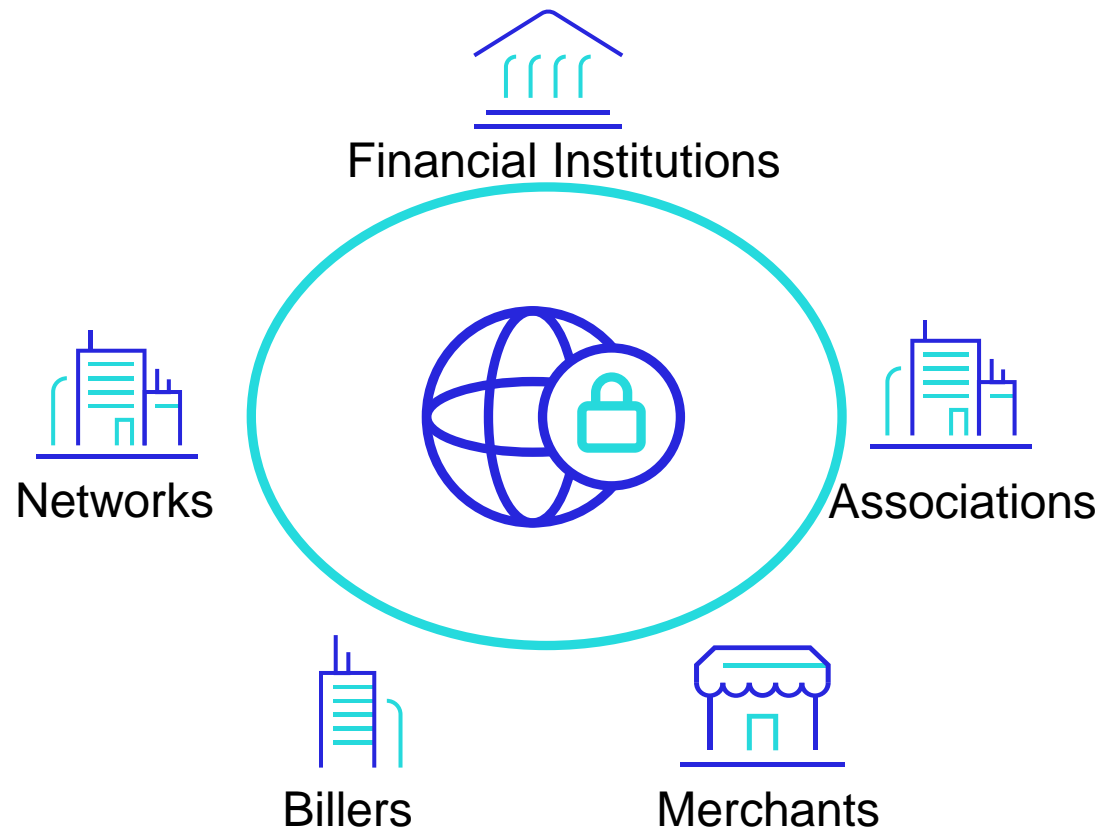
None



# What companies can do about security

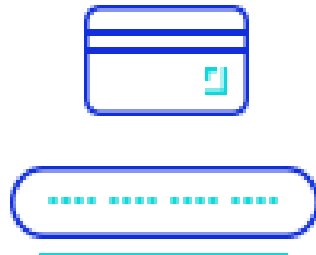
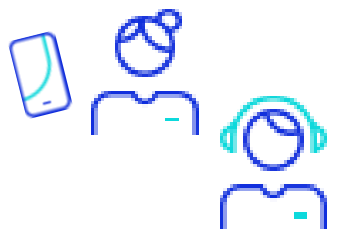


# Leverage Threat Intelligence



1. Members receive feature definitions from the community's central repository, and feedback their local risk scores
2. The is information is aggregated to calculate new feature values, which are shared back through the community
3. Community members decide whether to adopt or adapt new features, based on their unique fraud strategy

# Use PCI compliant methods when accepting agent assisted payments



Customer **contacts the call center** to make a payment.

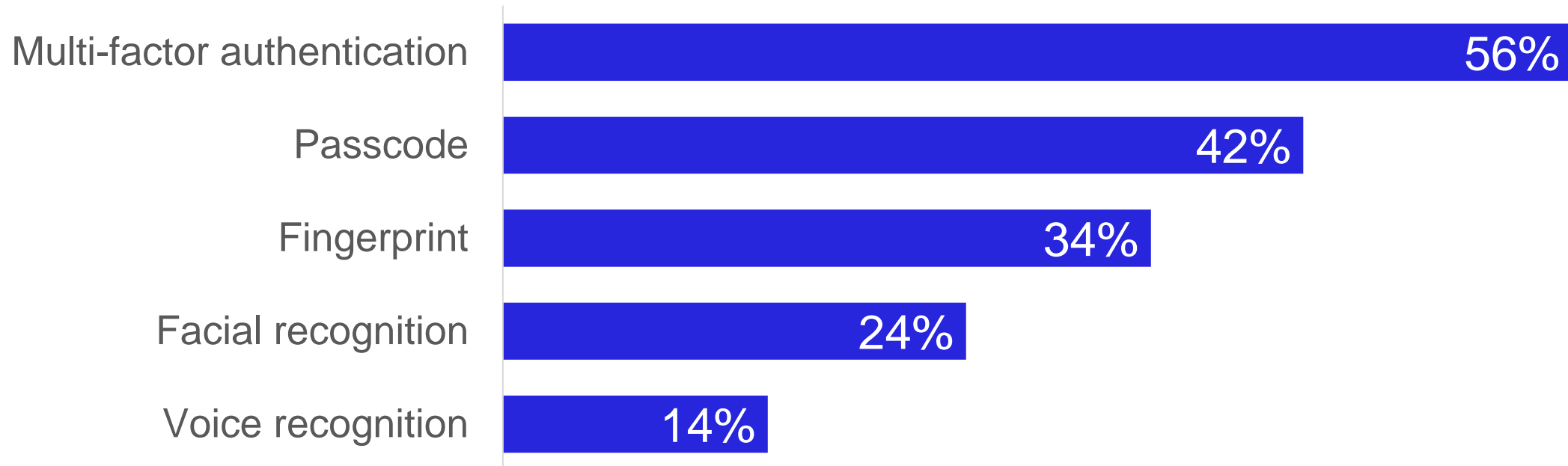
No IVR conference is required, customer **types card data into phone keypad**, creating indistinguishable tones.

Card data is populated in the card fields on the client portal. **Last 4 card digits are displayed for confirmation.**

Upon authorization, the CSR is provided a **confirmation number** to give the customer.

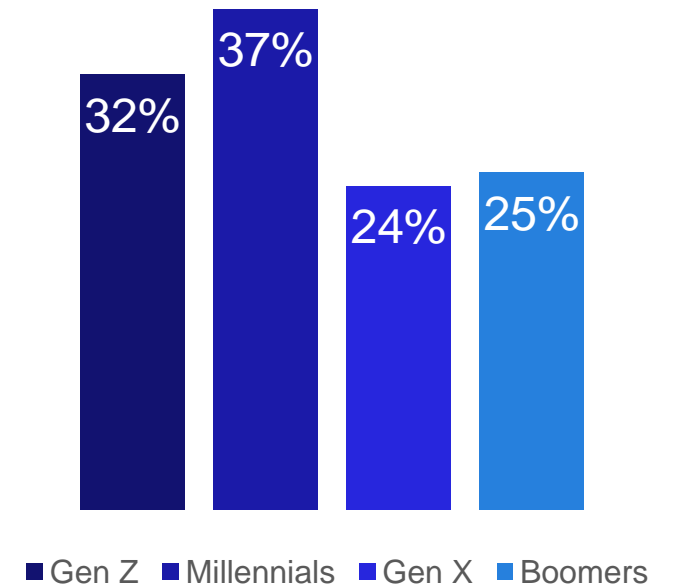
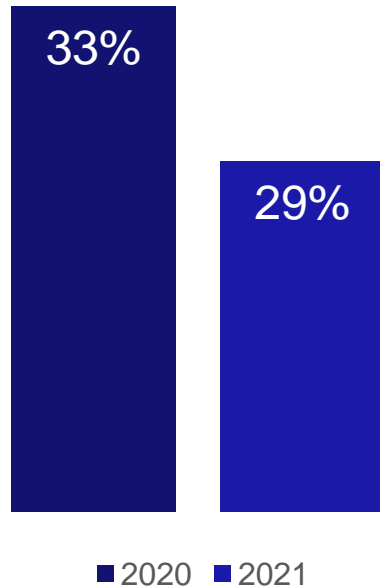
# Provide additional authentication methods

Q: Which types of authentication can companies incorporate to make you feel more secure in utilizing mobile and digital platforms?



# Let your customers know what you are doing to keep their data secure

Q: Do you believe companies properly educate consumers on how they keep data secure?



# Payment Security 101

Remind consumers to...

- Use mobile wallets for additional authentication
- Visit lender's website if unsure
- Reset passwords on a regular basis or use a password manager
- Keep account information out of the mailbox with digital statements
- Be aware of phishing emails and text messages





# About ACI

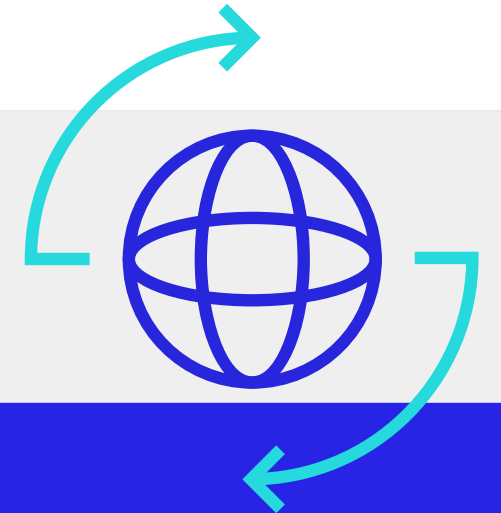


# ACI by the Numbers

Americas  
**5,300+**  
customers

EMEA  
**~450**  
customers

Asia/Pacific  
**~250**  
customers



Support **19 of the top 20** banks worldwide



Prevent fraud for **1,500+** banks, intermediaries and merchants.



Support **thousands of** billers



Serve **80,000+** merchants directly and through payment service providers

**45**  
years  
in payments

**6,000+**  
global  
organizations  
rely on ACI

**~4,000**  
employees  
globally

**\$1.26B+**  
2019  
revenue

# ACI Speedpay®

The most complete billing and payment solution in the industry

United States

**5,000+**  
billers

**#1**

largest direct bill pay provider  
in the United States



Support **3 of the top 10** electric providers



Support **5 of the top 10** credit card issuers



Support **6 of the top 10** auto lenders



**24x7x365** monitoring and support

over **40,000,000**  
cloud-based transactions processed  
daily in ACI data centers

more than **500,000,000**  
bill pay transactions annually

# Questions?



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# ACI Worldwide

## Real-Time Payments