

# Improve Trust, Risk Assessment and Fraud Management across the Customer Journey in Telecommunication Services

LexisNexis® Risk Solutions enables telecom services to build trust with genuine customers by painting a more accurate picture of every user and capturing the unique attributes of how someone transacts online. We help customers identify transaction anomalies in the mobile and web channels with multi-layer fraud prevention solutions across all digital channels and robust customer authentication strategies. Businesses can increase conversion rates and reduce churn to improve the experience for their customers by confidently recognizing trusted transactions without increasing exposure to risk.



## New Account Opening

*FACILITATE TRUSTED  
CUSTOMER ONBOARDING*

Open New Account and Registration

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## Account Management

*DETECT*

Login and Change Account Details

-----

*PROTECT*

Service Changes, Upgrades and Payments

-----

## Account Integrity

*DETECT FRAUD  
NETWORKS*

Prevent Account Manipulation or Misuse

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## New Account Opening

*FACILITATE TRUSTED  
CUSTOMER ONBOARDING*

Open New Account  
and Registration



## New Account Opening

### FACILITATE TRUSTED CUSTOMER ONBOARDING

Open New Account  
and Registration



CREATE ACCOUNT



## CHALLENGES



✓ Authenticate  
Entity and User

✓ Identify and  
Synthetic ID

### LexisNexis® ThreatMetrix®

## PRODUCTS

Events decisioning platform that provides solutions for digital identity intelligence and authentication. Powered by intelligence gathered from billions of global transactions as they occur, we provide insights with advanced analytics and machine learning capabilities, helping customers make more informed and automated risk-based decisions.

DIGITAL IDENTITY

[Learn More >>](#)



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THREATMETRIX®



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BEHAVIORAL  
BIOMETRICS



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EMAILAGE®



LEXISNEXIS®  
WORLD COMPLIANCE™  
DATA



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TRUEID®



LEXISNEXIS®  
PHONE  
INTELLIGENCE



LEXISNEXIS®  
INSTANT VERIFY  
INTERNATIONAL



## LexisNexis® Behavioral Biometrics

Adds an additional layer of defense to augment intelligence provided by LexisNexis® ThreatMetrix® and LexisNexis® Emailage®, analyzing the way a user interacts with devices and applications.

[Learn More >>](#)

## FOR TELECOMMUNICATIONS COMPANIES



SYNTHETIC ID SPOOFING



DEVICE ID SPOOFING



FABRICATED DIGITAL AND PHYSICAL IDENTITY



FIRST-PARTY FRAUD/CREDIT MULING

### HOW OUR SOLUTIONS CAN HELP



Detect Promotional Referral Abuse



Identify First-Party Fraud/Credit Mules



Validate KYC, including Identity and Document Authentication



Detect Anomalous Device Behavior and Reveal True Location

### PHYSICAL IDENTITY CHECKS



LEXISNEXIS® THREATMETRIX®



LEXISNEXIS® BEHAVIORAL BIOMETRICS



LEXISNEXIS® EMAILAGE®



LEXISNEXIS® WORLD COMPLIANCE™ DATA



LEXISNEXIS® TRUEID®



LEXISNEXIS® PHONE INTELLIGENCE



LEXISNEXIS® INSTANT VERIFY INTERNATIONAL



## LexisNexis® Emailage®

Empowers global clients to make confident risk assessments by providing clarity to complex transactions and helping validate online identities and identify fraud. This is achieved by focusing on email intelligence and leveraging a robust consortium network, machine learning and deep analytical expertise.

[Learn More >>](#)

## TELECOMMUNICATIONS COMPANIES



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DEVICE ID SPOOFING



FABRICATED DIGITAL AND PHYSICAL IDENTITY



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### GLOBAL IDENTITY CHECKS



LEXISNEXIS® THREATMETRIX®



LEXISNEXIS® BEHAVIORAL BIOMETRICS



LEXISNEXIS® EMAILAGE®

### PHYSICAL IDENTITY CHECKS



LEXISNEXIS® WORLD COMPLIANCE™ DATA



LEXISNEXIS® TRUEID®



LEXISNEXIS® PHONE INTELLIGENCE



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## New Account Opening

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Open New Account  
and Registration



CREATE ACCOUNT



### LexisNexis® WorldCompliance™ Data

Leverage structured, human-curated financial crime compliance data with our financial crime search tool.

DIGITAL IDENTITY CHECKS

[Learn More >>](#)



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INTERNATIONAL

## IDENTIFICATION COMPANIES



FABRICATED  
DIGITAL AND  
PHYSICAL  
IDENTITY



FIRST-PARTY  
FRAUD/CREDIT  
MULING

AN HELP



Identify First-Party  
Fraud/Credit Mules



Detect Anomalous  
Device Behavior and  
Reveal True Location

PHYSICAL IDENTITY CHECKS

## New Account Opening

### FACILITATE TRUSTED CUSTOMER ONBOARDING

Open New Account  
and Registration



CREATE ACCOUNT



### LexisNexis® TrueID®

This powerful document authentication and validation tool quickly and efficiently helps you onboard new relationships. TrueID® seamlessly integrates into onboarding processes by authenticating passports, national ID documents, drivers licenses, visas and permits.

[Learn More >>](#)

## PHYSICAL IDENTITY CHECKS



ADVANCED  
DIGITAL AND  
PHYSICAL  
IDENTITY



FIRST-PARTY  
FRAUD/CREDIT  
MULING



Identify First-Party  
Fraud/Credit Mules



Detect Anomalous  
Device Behavior and  
Reveal True Location

## PHYSICAL IDENTITY CHECKS



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THREATMETRIX®



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BEHAVIORAL  
BIOMETRICS



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EMAILAGE®



LEXISNEXIS®  
WORLD COMPLIANCE™  
DATA



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PHONE  
INTELLIGENCE



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INSTANT VERIFY  
INTERNATIONAL



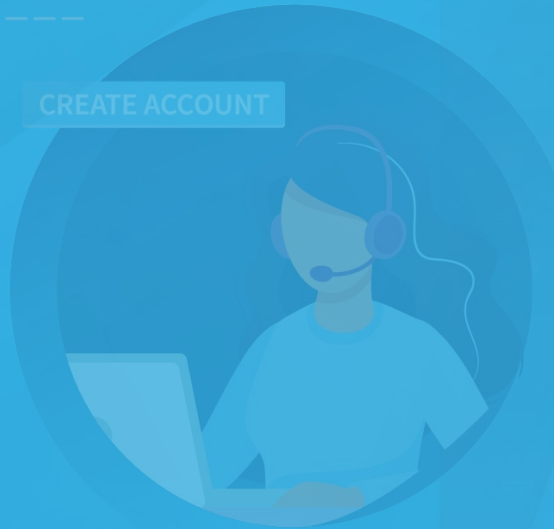
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Open New Account  
and Registration



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### LexisNexis® Phone Intelligence

Validates the authenticity of a phone number in a transaction, providing risk-based scores using global network data and insight on phone number utilization with near real-time carrier insight.

[Learn More >>](#)



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INTERNATIONAL

## New Account Opening

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CREATE ACCOUNT



## CHALLENGES

✓ Auto  
Ent

✓ Ident  
Syn

Part-Party  
Mules

Unusual  
Behavior and  
Location



## LexisNexis® Instant Verify International

This powerful identity verification and validation tool quickly and efficiently helps you onboard new relationships. Instant Verify International verifies individuals and highlights contradictory or suspicious characteristics.

[Learn More >>](#)



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TRUEID®



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PHONE  
INTELLIGENCE



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INSTANT VERIFY  
INTERNATIONAL



## Account Management

### *DETECT*

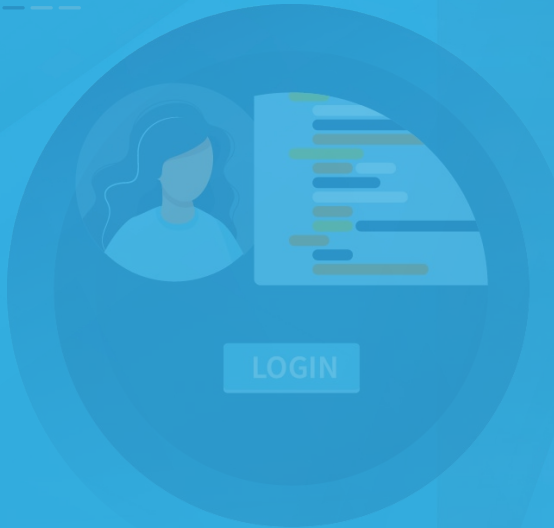
Login and Change  
Account Details

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## Account Management

### DETECT

Login and Change  
Account Details



## CHALLENGES



- ✓ Bot  
Capt
- ✓ Detect  
Acco

Event  
and Resale

### LexisNexis® ThreatMetrix®

## PRODUCTS

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[Learn More >>](#)



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BEHAVIORAL  
BIOMETRICS



LEXISNEXIS®  
PUSH  
AUTHENTICATION



LEXISNEXIS®  
SMS ONE TIME  
PASSWORD



LEXISNEXIS®  
FINANCIAL CRIME  
DIGITAL INSIGHT

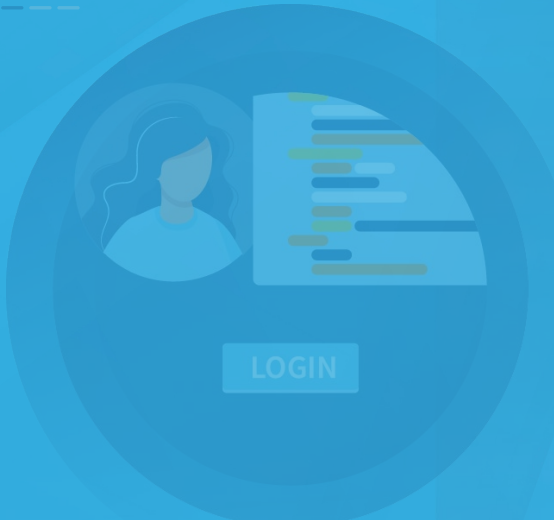


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PHONE  
INTELLIGENCE

## Account Management

### DETECT

Login and Change  
Account Details



- ✓ Bot Detection Capability
- ✓ Detect and Prevent Account Takeover

## PRODUCTS

### DIGITAL IDENTITY C



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BIOMETRICS



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DIGITAL INSIGHT



LEXISNEXIS®  
PHONE  
INTELLIGENCE



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[Learn More >>](#)



## LexisNexis® Push Authentication

An out-of-band authentication solution for known devices with registered mobile banking app that optimizes the “risk-to-friction” trade-off. Push Authentication leverages a secure mobile banking app to approve a desktop or mobile browser transaction.

LOGIN

[Learn More >>](#)

## TELECOMMUNICATIONS COMPANIES



LOGIN RISK  
AND USER  
AUTHENTICATION



AUTOMATED  
BOT ATTACKS



FALSE CHANGE  
OF DETAILS

### HOW OUR SOLUTIONS CAN HELP



Detect Malware and  
Virtual Machines



Identify and Prevent  
Service Abuse and Resale



Prevent Unauthorized  
Access and Implement  
Risk-based Authentication



Behavioral  
Biometrics  
Fraud Checks

### DIGITAL IDENTITY CHECKS

### PHYSICAL IDENTITY CHECKS



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PASSWORD



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DIGITAL INSIGHT



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PHONE  
INTELLIGENCE



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Login and  
Account De



### LexisNexis® SMS One Time Password

An out-of-band authentication method that provides businesses the ability to have stronger authentication during a high-risk, high-value transaction with a customer. No hardware is required (electronic fobs, etc.) other than the user's existing phone or personal computer.

LOGIN

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AUTHENTICATION



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PASSWORD

## COMMUNICATIONS COMPANIES



LOGIN RISK  
AND USER  
AUTHENTICATION



AUTOMATED  
BOT ATTACKS



FALSE CHANGE  
OF DETAILS

### HOW OUR SOLUTIONS CAN HELP

Detect Malware and  
Virtual Machines



Identify and Prevent  
Service Abuse and Resale

Prevent Unauthorized  
Access and Implement  
Risk-based Authentication



Behavioral  
Biometrics  
Fraud Checks

### PHYSICAL IDENTITY CHECKS



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FINANCIAL CRIME  
DIGITAL INSIGHT

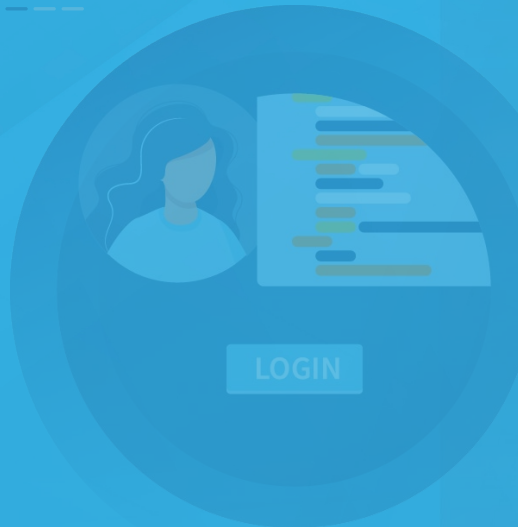


LEXISNEXIS®  
PHONE  
INTELLIGENCE

## Account Management

### DETECT

Login and Change  
Account Details



## LexisNexis® Financial Crime Digital Insight

Organizations can better identify true sanctions risk in near-real time, using custom-designed policies and automated workflows that match their risk appetite.

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PASSWORD



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FINANCIAL CRIME  
DIGITAL INSIGHT



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## COMPANIES



PLEASE CHANGE  
OF DETAILS



Identify and Prevent  
Service Abuse and Resale



Behavioral  
Biometrics  
Fraud Checks

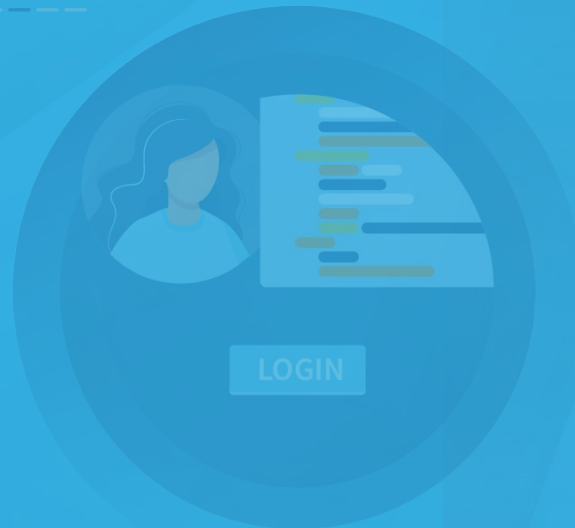
## PHYSICAL IDENTITY CHECKS



## Account Management

### DETECT

Login and Change  
Account Details



### LexisNexis® Phone Intelligence

Validates the authenticity of a phone number in a transaction, providing risk-based scores using global network data and insight on phone number utilization with near real time carrier insight.

[Learn More >>](#)



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## Account Management

### *PROTECT*

Service Changes, Upgrades  
and Payments

— — — —

## Account Management

### PROTECT

Service Changes, Upgrades  
and Payments



## CHALLENGES



- ✓ Detect Account
- ✓ Verify Access

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## PRODUCTS

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[Learn More >>](#)



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## Account Management

### PROTECT

Service Changes, Upgrades  
and Payments



## CHALLENGES

- ✓ Detect and Prevent Account Takeover
- ✓ Verify Authorized Access Seamlessly

## PRODUCTS

### DIGITAL IDENTITY



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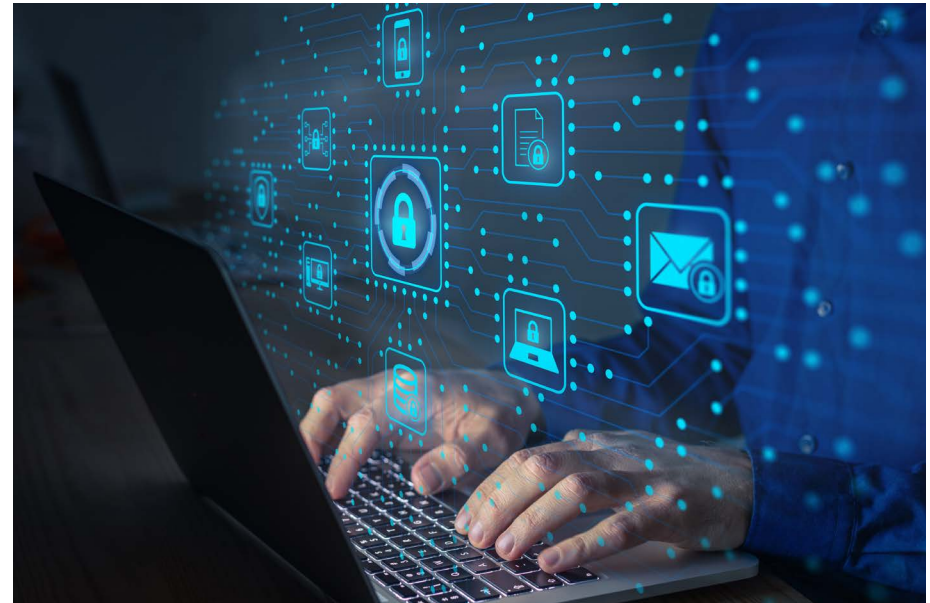
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## LexisNexis® Behavioral Biometrics

Adds an additional layer of defense to augment intelligence provided by LexisNexis® ThreatMetrix® and LexisNexis® Emailage®, analyzing the way a user interacts with devices and applications.

[Learn More >>>](#)



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An out-of-band authentication solution for known devices with registered mobile banking app that optimizes the “risk-to-friction” trade-off. Push Authentication leverages a secure mobile banking app to approve a desktop or mobile browser transaction.

[Learn More >>](#)

## TELECOMMUNICATIONS COMPANIES



UNAUTHORIZED  
ACCOUNT ACCESS



AUTOMATED  
BOT ATTACKS



UNAUTHORIZED  
ACCOUNT CHANGES,  
SERVICE ADDITIONS  
AND UPGRADES

### HOW OUR SOLUTIONS CAN HELP



Detect Bot Attacks  
and Credentials Testing



Behavioral Biometrics  
Fraud Checks



Identify Fraudulent Account  
Changes In Progress

### DIGITAL IDENTITY CHECKS



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PASSWORD

### PHYSICAL IDENTITY CHECKS



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## COMMUNICATIONS COMPANIES



UNAUTHORIZED  
ACCOUNT ACCESS



AUTOMATED  
BOT ATTACKS



UNAUTHORIZED  
ACCOUNT CHANGES,  
SERVICE ADDITIONS  
AND UPGRADES

## HOW OUR SOLUTIONS CAN HELP

Detect Bot Attacks  
and Credentials Testing



Behavioral Biometrics  
Fraud Checks

Identify Fraudulent Account  
Changes In Progress

## PHYSICAL IDENTITY CHECKS

## Account Management

### PROTECT

Service Changes, Upgrades  
and Payments



### LexisNexis® TrueID®

This powerful document authentication and validation tool quickly and efficiently helps you onboard new relationships. TrueID® seamlessly integrates into onboarding processes by authenticating passports, national ID documents, drivers licenses, visas and permits.

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## S COMPANIES ▾



UNAUTHORIZED  
ACCOUNT CHANGES,  
SERVICE ADDITIONS  
AND UPGRADES



Behavioral Biometrics  
Fraud Checks

## PHYSICAL IDENTITY CHECKS



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## Account Management

### PROTECT

Service Changes, Upgrades  
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[Learn More >>](#)



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## Account Integrity

### *DETECT FRAUD NETWORKS*

Prevent Account  
Manipulation or Misuse



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## Account Integrity

### DETECT FRAUD NETWORKS

Prevent Account Manipulation or Misuse



## CHALLENGES

- ✓ Detect and Prevent Fraud Against Accounts
- ✓ Help Block Unauthorized User Access

## PRODUCTS



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## Account Integrity

### DETECT FRAUD NETWORKS

Prevent Account Manipulation or Misuse



## CHALLENGES FOR

- ✓ Detect and Protect Against Account Takeover
- ✓ Help Block Unauthorized User Access

## PRODUCTS

### DIGITAL IDENTITY CLOUD



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## TELECOMMUNICATIONS COMPANIES



ACCOUNT CLOSURES DUE TO FRAUD IMPACT



EQUIPMENT MULES/NO INTENTION TO PAY



DEALER ACCOUNT MANIPULATION

### HOW OUR SOLUTIONS CAN HELP



Detect Channel Manipulation



Facilitate Low Friction Authorization for Trusted Users



Detect Fraud Networks and Equipment Mules



Consortium – Fight Fraud Collectively with Industry Peers

### PHYSICAL IDENTITY CHECKS



LEXISNEXIS® THREATMETRIX®



LEXISNEXIS® BEHAVIORAL BIOMETRICS



LEXISNEXIS® PUSH AUTHENTICATION



LEXISNEXIS® SMS ONE TIME PASSWORD



CONSORTIUMS



LEXISNEXIS® TRUEID®



LEXISNEXIS® PHONE INTELLIGENCE

DETECT FRAUD NETWORKS

Prevent Account Manipulation or M



## Consortiums

Consortium, an industry-focused, peer-based intelligence layer compliments the global shared intelligence from the LexisNexis® Digital Identity Network®. It enables businesses to share information and make smarter risk decisions in near real-time to collectively fight fraud.

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PASSWORD



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INTELLIGENCE

## COMMUNICATIONS COMPANIES



ACCOUNT  
MOVERS/DUE  
NO IMPACT



EQUIPMENT  
MULES/NO  
INTENTION TO PAY



DEALER ACCOUNT  
MANIPULATION

### OUR SOLUTIONS CAN HELP

Account Manipulation



Facilitate Low Friction  
Authorization for Trusted Users

Detect Fraud Networks  
Equipment Mules



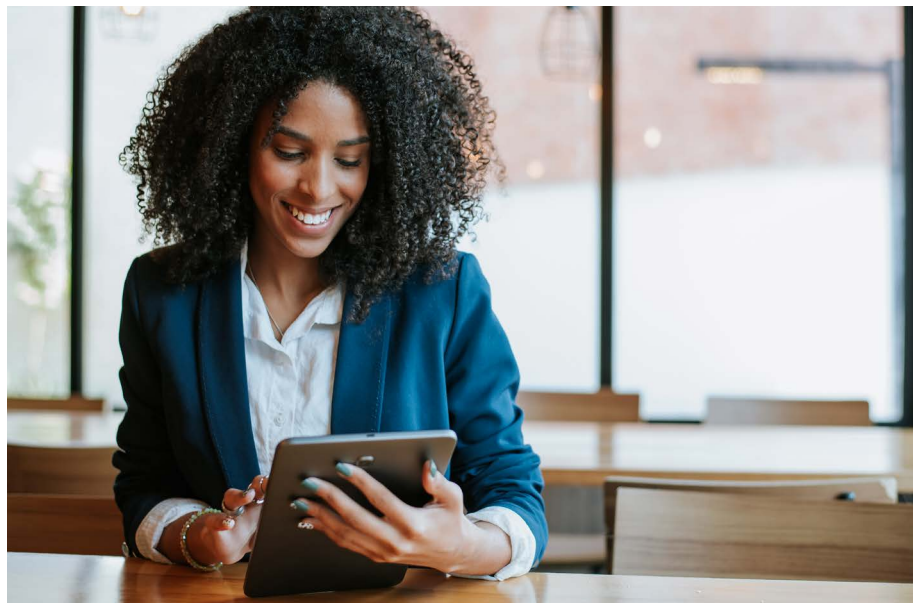
Consortium – Fight Fraud  
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## S COMPANIES



DEALER ACCOUNT  
MANIPULATION

Facilitate Low Friction  
Authorization for Trusted Users

Consortium – Fight Fraud  
Collectively with Industry Peers

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