How a Canadian Credit Union Meets Interac® Transaction Monitoring Compliance Regulations with INETCO Insight®

Credit Unions make up a healthy part of the banking ecosystem in Canada. Unlike banks, they have remained not-for-profit organizations. Every CU is committed to offering safe, reliable co-operative banking services within the communities they serve. They pride themselves on member experience, and strive to provide lower mortgage rates, transaction fees and loan interest rates to make their members' lives easier and their financial goals more easily obtainable.

With INETCO Insight, this Credit Union was able to:

- Reliably meet Interac® compliance in a faster, more cost effective way
- Establish end-to-end visibility into the performance of every debit card transaction
- Quickly isolate performance issues related to the in-house host banking system and the Everlink® switch

INETCO

The Challenge

A Credit Union located in Eastern Canada offers their members a variety of self-serve banking channels, including Automated Banking Machines (ABMs), telephone banking and online banking. The CU is responsible for the issuing of close to 30,000 debit cards across all their branches and self-serve banking channels, receiving electronic financial transactions 24X7. These transactions are completed in real time over the Interac® interbank network.

The Credit Union and Interac® take debit card fraud very seriously. In addition to using EMV chip technology to protect debit cards from fraud tactics such as counterfeiting, transaction replay and card-not-present transactions, there are also strong transaction monitoring compliance regulations that every financial organization must meet if they issue and receive debit card transactions.

With their recent upgrade to an in-house banking system, the Credit Union realized they would need to re-certify as an Interac® debit card issuer. Compliance criteria for monitoring included:

- **A console that could visually notify security events -** the user interface needed to alert operators when a transaction anomaly occurred, and provide quick access to transaction data logs that would help them isolate the root cause issue
- **Instant notification by email or SMS –** the system needed to send out real-time notification that an anomaly was occurring
- **Overnight reporting capabilities –** the operators needed the ability to generate reports on trends, usage, incidents and previous day activity

The Credit Union discovered that the **INETCO Insight®** real time, transaction-level monitoring and alerting software was their easiest and most affordable answer.

The Solution

Meeting Interac® Compliance with INETCO Insight

INETCO Insight transaction-level monitoring and alerting software is specifically designed to make real time transaction data easily accessible for end-to-end performance monitoring, research and anomaly detection – across all banking channels. It provided the Credit Union with the transaction performance visibility they need to meet Interac® compliance regulations and ensure the security of the debit card channel.

INETCO Insight automatically carries out the decoding and logging of each field for every transaction, including mandatory audit and security fields such as:
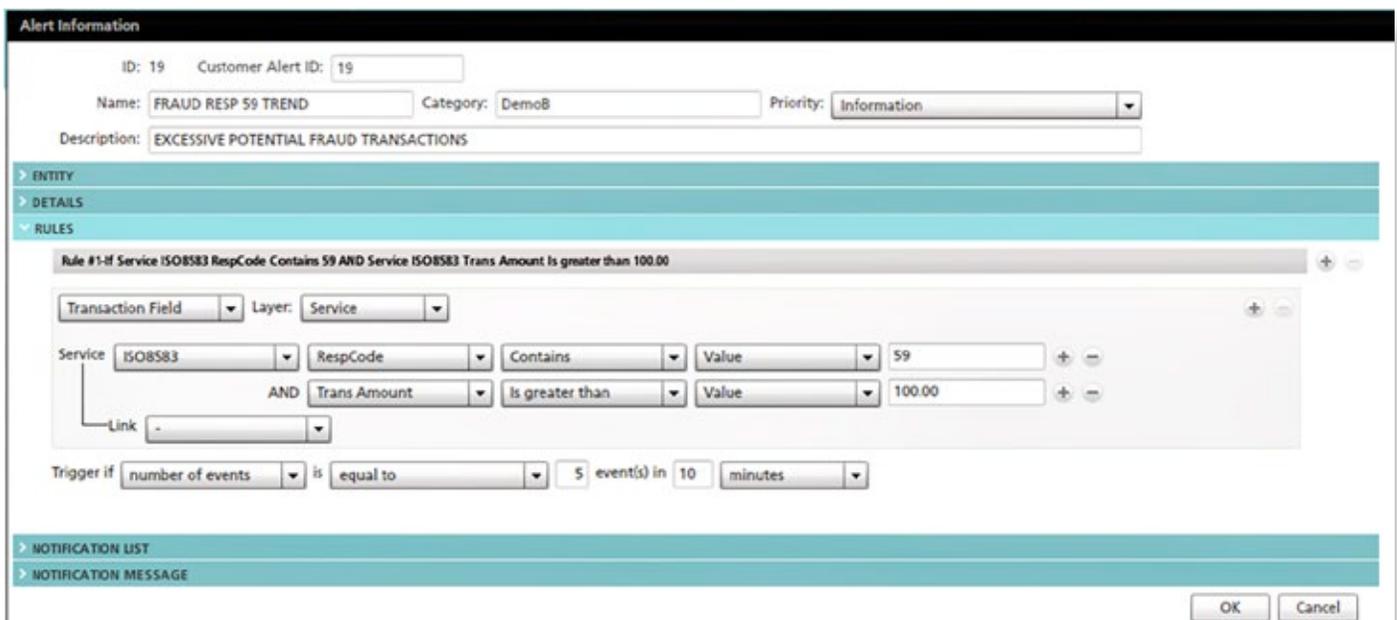
- **Message types**
- **Card numbers**
- **Amounts**
- **Transaction dates and times**

- **Response codes**
- **Terminal ID's**
- **ISO 8583 messages**

INETCO. Every transaction tells a story®

The reconstruction of individual transaction paths based on "hop-by-hop" response times and time stamps makes it fast and easy to isolate whether issues are occurring at a device, switch, third party host or interbank connection.

INETCO Insight's user-friendly console also includes real time alerts, network topology maps and dashboard overviews that enable the Credit Union's operations team to be instantly aware of suspect fraud activity, hacking attempts and security incident events related to:

- Invalid MAC values
- MAC key sync
- HSM failure errors
- Server timeouts

These alerts immediately notify the operations team when performance bottlenecks, response time-outs or communication/connection issues occur with the in-house host banking system, or along the network backbone to the Everlink® switch.

Example Alert in INETCO Insight: Customize real time alert rules based on various audit and security fields decoded within every debit card transaction. These can include response codes, ISO 8583 messages and message types. Quickly identify anomalies such as velocity withdrawal patterns, repeat card usage at an ATM, mag stripe fallbacks and suspicious multiple card usage at a single terminal.

30,000
DEBIT CARDS

24/7
SERVICE RELIABILITY

END–TO–END TRANSACTION MONITORING
TO SUCCESSFULLY MEET INTERAC® COMPLIANCE REGULATIONS

The Business Impact

INETCO Insight has proven itself to be a reliable solution that is now trusted and recommended by a number of Canadian Credit Unions receiving debit card transactions. Key benefits to this Credit Union included the ability to:

- **Reliably meet Interac® compliance** in a faster, more cost effective way
- **Establish end-to-end visibility** into the performance of every debit card transaction
- **Control debit card security** and quickly identify hacking attempts on the link between the switch and the banking host through real time alerting, customized thresholds and monitoring
- **Improve data access and usability** through a user-friendly console, research tools and robust transaction logging (no technical data operators or advanced database queries needed)
- **Quickly isolate performance issues** related to the in-house host banking system and the Everlink® switch

To learn more about INETCO Insight, visit www.inetco.com or email insight@inetco.com