

Reputation Monitoring

See when external reputation risk changes after approval

Continuously monitor merchant reputation and focus review on the changes that require attention.

A merchant you approved can become a risk as new sanctions, legal proceedings, adverse media, consumer complaints, or declining ratings emerge.

These signals are scattered across sources and difficult to track across your portfolio. Without ongoing monitoring, you may not see the change until compliance, financial, or reputational exposure has already increased.

Reputation Monitoring monitors merchants and associated individuals across external reputation sources on a recurring schedule.

It **compares current findings with prior results, identifies negative changes and persistent high-risk signals**, and gives you prioritized, evidence-backed cases so you know which merchants need attention and why.

From portfolio monitoring to focused review



Merchant portfolio
Merchant data +
selected risk coverage



Change monitoring
Current findings compared
with prior results



Prioritized cases
Severity, evidence, and
case history

**See what
changed.
Know where
to act.**

Key Outcomes

- ✓ Identify merchant reputation changes after onboarding
- ✓ Focus review on merchants showing negative change or persistent high-risk signals
- ✓ Reduce time spent reviewing unchanged and lower-priority results
- ✓ Make clearer decisions about which merchants to supervise, engage, or escalate
- ✓ Maintain consistent reputation oversight across merchant groups and portfolios
- ✓ Support review, reporting, and audit with documented evidence and case history

Why Reputation Monitoring matters

Merchant risk can change long after onboarding

Sanctions, legal proceedings, adverse media, consumer complaints, and declining ratings can emerge at any time.

When those signals sit across disconnected sources, you may struggle to see which merchants are becoming riskier, which findings matter, and where action is needed first.

See the full context behind every case

A single finding does not show whether merchant risk is new, worsening, or persistent.

Current and prior findings are shown together with source details, screening dates, severity, and supporting evidence. Clear severity levels distinguish cases that require action, engagement, or continued supervision. You can quickly understand what changed, assess the risk, and document the decision.

Coverage built around your risk priorities

Configure coverage around the merchant risks you need to monitor, with flexible schedules by merchant group, from daily to monthly or another recurring frequency.

Watchlists, Sanctions, and Legal (WSL)

Monitor sanctions, PEPs, regulatory enforcement, law-enforcement activity, legal proceedings, and related compliance exposure.

Consumer Reviews and Adverse Media (CRAM)

Track complaint activity, ratings, review trends, adverse media, and other consumer-facing reputation signals.

Combined coverage

Bring compliance, legal, consumer, and adverse media signals together to see how risk is developing and support more consistent review, investigation, and portfolio decisions.

Reputation Monitoring answers...

- ✓ What changed since the last review?
- ✓ Which merchants need attention now?
- ✓ Is the risk isolated, worsening, or persistent?
- ✓ What evidence supports the decision?
- ✓ What action has already been documented?

Learn more: G2RiskSolutions.com/reputation-monitoring

Talk to a merchant risk expert: G2RiskSolutions.com/contact