Reputation Monitoring

Automated behavioral risk intelligence delivered directly to you

A poor or declining reputation can identify bad behaviors and foretell more serious offenses. Consumer complaints are often leading indicators of fraud, questionable business practices and other anti-consumer behavior, which may lead to regulatory fines and card network assessments.

Using Reputation Monitoring, acquires and ISOs have identified bad actors among their merchant portfolio, preventing losses and future fines. Among these include convicted retailers who sold deceptive, needless warranties to the elderly and a firm that admitted to fraudulently over-billing the US government hundreds of millions of dollars.

The payment processing industry is evolving at a rapid pace. Merchant acquirers and ISOs are under an increasing amount of pressure to grow their portfolios and to compete with emerging FinTech companies who are impacting the demand for instant boarding. To stay competitive in the frictionless boarding market, automating internal processes is imperative to reducing time and cost without sacrificing the quality of smart due diligence practices.

Sustaining portfolio growth is difficult when navigating a constant stream of data, especially considering the ever-evolving world of regulatory AML and KYC compliance requirements. Through reputation monitoring, merchant processors can properly manage and proactively identify risk at scale that could easily cost them major penalties if left unidentified.

With thousands of different sources of negative news and various methods for consumers to submit complaints, it is difficult to efficiently identify negative trends or declining reputation when done manually. Reputation Monitoring eliminates the costly and time-consuming data collection process, estimated at 80-90% of KYC due diligence.

Reputation Monitoring includes:

Negative News and Watch Lists

Access the most comprehensive database of risk information derived from over 100,000 unique sources in 240 countries. Negative news includes money laundering, terrorism, bribery, denied entity, fraud, SEC violations, regulatory actions, business crimes and misconduct. Gain access to over 550+ sources of watch lists, sanction lists and PEPs to screen for suspicious merchants.

Complaints Monitoring

Scans multiple industry-leading databases, including the Better Business Bureau, Bureau of Consumer Financial Protection, civil litigation databases, state Attorney General complaints and Google Reviews. Results are provided in a consolidated report, with recommendations on which merchants to investigate further. *(Figure 1)*

Reputational Risk	BBB Rating	BBB Complaints	Flagged URL	Google Rating	Google Reviews	Tagged URL	Civil Litigation	BCFP List	BCFP Match Term	State AG Complaints
Further Investigate	A+	1	https://www.bbb.	None	None		None	None		1
Further Investigate	A+	18	https://www.bbb.	4.3	12	https://www.	None	None		None
No Risk Found	A+	2	https://www.bbb.	4.4	7	https://www.	None	None		None
Further Investigate	A+	0	https://www.bbb.	None	0	https://www.	6	16	Forest Recovery Servic	None
Further Investigate	A+	6	https://www.bbb.	1	8	https://www.	1	None		None
Further Investigate	A+	1	https://www.bbb.	1	2	https://www.	1	1	ACS Financial LLC	None
Further Investigate	A+	2	https://www.bbb.	None	0	https://www.	2	0	Secured Resolutions,	None
Further Investigate	B	9	https://www.bbb.	1.5	15	https://www.	0	29	Credit International (	None
Further Investigate	None	None		4	3	https://www.	1	None		10
Further Investigate	None	None		None	None		None	None		None
Further Investigate	A+	0		None	0	https://www.	None	None		None
Further Investigate	F	142	https://www.bbb.	1.7	82	https://www.	None	None		None
No Risk Found	None	None		4.7	40	https://www.	None	None		None
No Risk Found	A+	0	https://www.bbb.	5	12	https://www.	None	None		None
Further Investigate	None	0	https://www.bbb.	None	0	https://www.	None	None		None
Further Investigate	None	None		None	None		1	3	AP Solutions Inc.	None

Figure 1

With Reputation Monitoring you can:

- **Keep suspicious merchants out of your portfolio**
  Keep suspicious merchants out of your portfolio by screening them at onboarding using 550+ sources of sanctions, watch lists and PEPs and monitoring results for declining reputation.

- **Get a comprehensive view of reputational risk**
  Obtain a thorough view of merchant reputation risk, based on multiple industry-leading sources. Access over 100,000 sources of adverse news, fraud warnings, disciplinary actions and other risk incidents. Get an aggregated view of consumer complaints and pinpoint merchants requiring further review.

- **Optimize your resources**
  Reduce the amount of manual reviews conducted by your team by focusing primarily on merchants that require further investigation.

- **Receive periodic updates and alerts**
  Receive an aggregated report of risk events about merchants based upon your desired frequency. Use this information to ensure that your merchants continue to fit your risk profile.

- **Scale boarding and portfolio management programs**
  Meet growing merchant boarding expectations by eliminating time-consuming data collection processes and monitor for additional risk factors without the need for additional personnel.

- **Take a risk-based approach**
  Monitor your high-risk merchants more frequently and take action before experiencing a financial loss.

- **Employ holistic risk management program**
  Augment your transaction monitoring program to identify risk outside of existing core competencies for a more holistic risk management process.

Sources:
1. https://biglawbusiness.com/trends-in-anti-money-laundering-enforcement-actions-and-penalties-were-up-in-2017/
2. https://www.lexology.com/library/detail.aspx?g=9e8a1e21-5d0d-4f14-b20a-5f27f41d4c1d