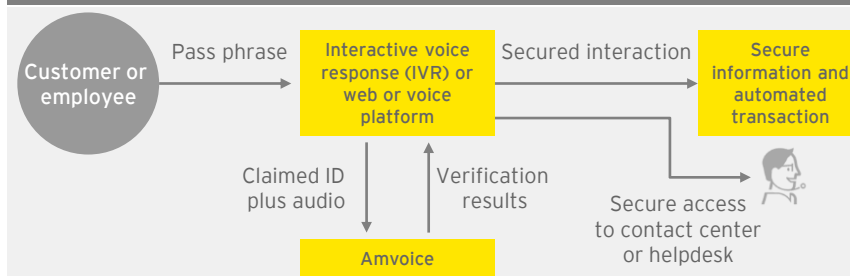


Voice biometrics for reduced fraud

Challenges of current authentication process

Remembering too many passwords	Security tokens easily misplaced and go out of time sync
Prone to phishing, smishing and vishing	Arduous questioning process

Voice authentication features



Voice authentication features

Automated calibration	Nasal cavity and lung capacity	Twenty-for machine parameters
Panic detection	Fraudster enrolment	Passive authentication
Background model	Liveliness detection	Pitch, tonality and frequency

Solution benefits

1 Average handling time with agent reduced from 20 to 40 seconds	2 Up to 10 times reduction in fraud in the contact center
3 Up to 99.995% success rate with automated authentication	4 Improved KYC management

Leading-edge tech capabilities

 KYC unique authentication	 High performance server technology	 Advanced security	 Seamless registration
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Case study

Context:

An organization was looking to eliminate fraud in consumer transaction, and mitigate the risk of unauthorized access to sensitive information.

Recommended solution:

It involves a FinTech platform with a voice biometrics technology, which assures user authentication by using every individual's unique voiceprint.

- ▶ This technology reduces the costs and risks associated with authentication that requires password or sharing of sensitive data.
- ▶ This voice biometrics solution offers an innovative alternative for remote user authentication irrespective of access device and language.

Client impact:

- ▶ Removed the need for an access device
- ▶ Reduced call time and cost
- ▶ Improved fraud protection
- ▶ Enhanced consumer experience
- ▶ Maintained brand equity

Contact us



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