

ETAU LEVEL II: ACQUIRING PAYMENTS RISK/FRAUD MANAGEMENT: TACTICS & TRENDS

CONTENT OUTLINE

Learning Objectives:

At the end of the course, participants should be able to:

- Have a better understanding of why certain things are required when trying to obtain a merchant account (Sales Representatives specifically)
- Have a better understanding of the risks involved when proper policies and procedures are not in place to manage portfolios and ISO relationships (banks specifically)
- Have a better understanding of the risks involved with certain types of merchants and transactions
- Have a better understanding of the current trends and risks in the industry and how to ensure proper guidelines and monitoring tools are in place to minimize (any individual responsible for monitoring or preventing losses on a merchant processing portfolio should have a better understanding of the current trends and risk in the industry and how to ensure they have the proper guidelines and monitoring tools in place to minimize)

I. Merchant acquisition/underwriting current industry trends

- ❖ Underwrite an account
 - Why information is requested
 - Resources for verification
- ❖ Merchant assessment criteria

II. Account Management

- ❖ Transaction monitoring techniques
- ❖ Portfolio review
- ❖ Trends/developments

III. Termination/collection

- ❖ Collection strategies/tools
- ❖ Legal avenues
- ❖ Law enforcement involvement

IV. Additional risk

- ❖ Monitoring your ISOs