

velera

CASE STUDY

EMV[®] 3-D Secure with Informed One-Time Passcode Authentication

Fraud Mitigation for Card-Not-Present Transactions, for an Additional Layer of Authentication while Preserving the Overall Member Experience



THE CREDIT UNION

United Nations Federal Credit Union

United Nations Federal Credit Union (UNFCU) provides global banking for global citizens. Since 1947, UNFCU has been the leading financial cooperative for the UN community, serving more than 250,000 members across 200 nations and territories. At year-end 2024, assets were in excess of \$8.9 billion.

UNFCU's secure financial solutions make saving, spending, borrowing, and transferring money easier for the people who serve the world. Built by and for the UN, they are committed to serving members and supporting local communities.

"As a credit union dedicated to its members, UNFCU continuously seeks innovative ways to enhance fraud protection while maintaining high levels of member experience. With rising fraud trends and evolving security threats across the financial services industry globally, the need for a more advanced EMV[®] 3-D Secure (EMV 3DS) solution became clear."

— Shibly Cader, Global Cards Solution Lead Fraud Specialist, UNFCU

Results at a Glance



Reduced card declines



Increased usage of credit union's card



Smoother digital payments experience



Fewer calls to Contact Center





THE OPPORTUNITY

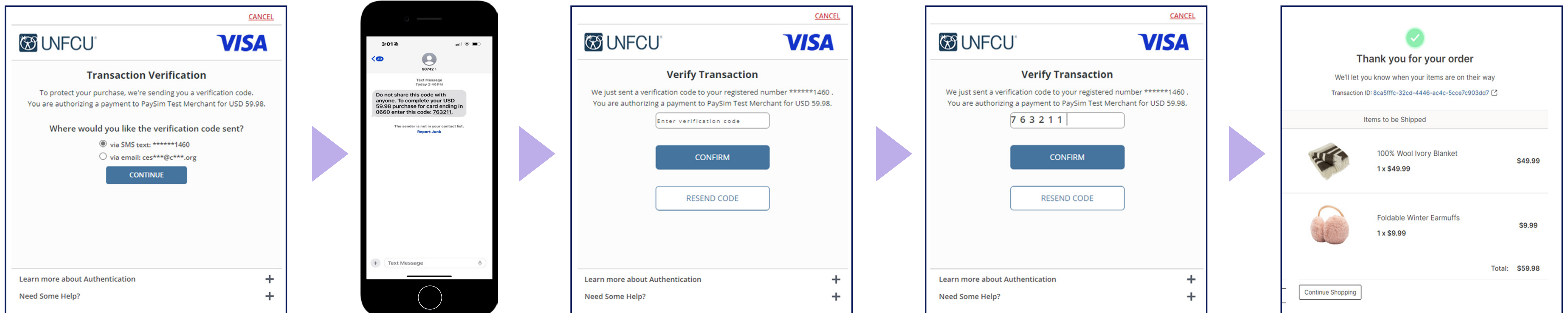
With card-not-present fraud expected to grow by 40% in 2025 due to data breaches, social engineering scams and bot attacks, it's crucial to secure payments with advanced technology and sophisticated fraud detection. But how can you post the strongest guardrails for your members' payments without impinging on the instant movement of their money?

Given its global membership, UNFCU offers Digital Banking that can be accessed securely any time, day or night, from around the globe via members' computers, laptops or mobile phones. One of the challenges, however, is with one-time-passcode (OTP) delivery: Members must be able to receive OTP via email when their international mobile phone can't receive texts.

THE SOLUTION

In partnership with Velera, UNFCU upgraded to the next-generation EMV 3DS solution, which offers advanced authentication capabilities and more sophisticated fraud detection and risk analytics. The seamless upgrade was accomplished without disrupting member transactions.

With the move to Velera's new platform for EMV 3DS, UNFCU members now benefit from Informed OTP Authentication, which displays transaction details to help members identify legitimate transactions and combat OTP phishing scams. Informed OTP Authentication displays the purchase amount along with the one-time passcode – and when members choose to receive their OTP via email, they can view the merchant's name, too.



THE RESULTS

“The introduction of Informed OTP has been a significant improvement for our members,” says Shibly Cader, Global Cards Solution Lead Fraud Specialist, UNFCU. “Now, when they receive an OTP, they can see exactly what the transaction is for. This reduces the risk of scams where fraudsters try to trick members into providing an OTP over the phone.”

Members also have the option to receive **one-time passcodes via email** in addition to SMS. Because UNFCU members are based in more than 200 nations and territories, texts may not always be available, so email has proven to be an effective and accessible OTP authentication method for this diverse member base.

“Switching to the upgraded 3DS solution has been a game changer for us,” says Cader. “We’ve seen improvements in fraud prevention resulting in a better overall experience for our members.”

Fraud Reduction – Fraud rates dropped more than 16 basis points, with an estimated savings of more than \$4M in the first three months after the upgrade.

Best-in-Class Challenge Success Rates – Leading to an increase in fraud savings while minimizing member denials.

Streamlined Member Experience – One-time passcodes delivered via email streamlines authentication and reduces calls to the Contact Center for assistance in completing online card-not-present transactions.

Increased Transparency – Informed OTP Authentication provides a higher level of transaction details for a better overall member experience.

By leveraging cutting-edge fraud prevention technology offered with the Velera platform, UNFCU strengthened security while ensuring a seamless and secure experience for their members.

Key Results

93%
Fraud \$
Capture Rate

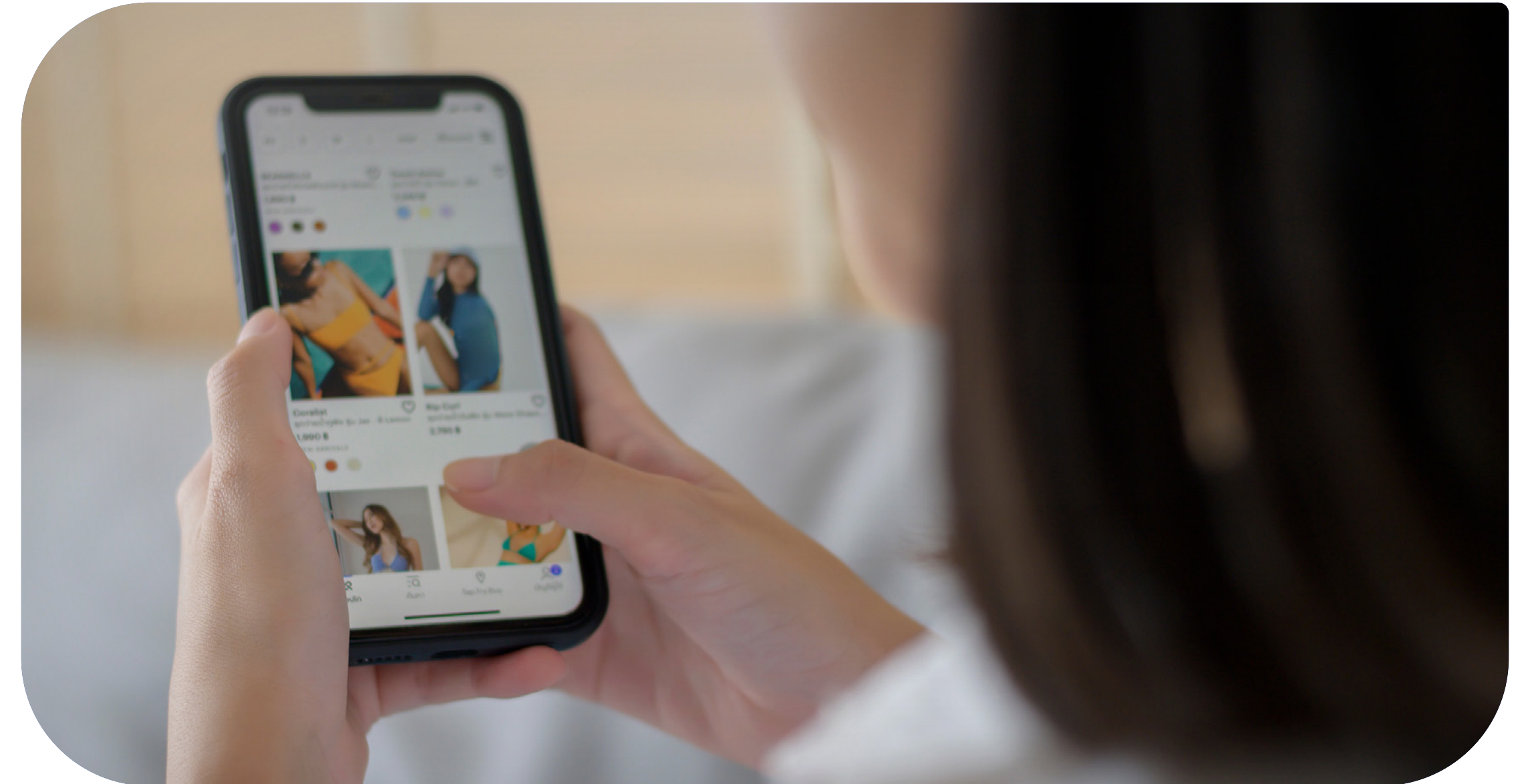
16 pt
Reduction in
Fraud Basis Points

77%
Best in Class Challenge
Success Rate

“Partnering with Velera made our transition to the new platform seamless. Their expertise, clear communication and hands-on support ensured an efficient upgrade without disruption to our members. The collaboration between our teams was key to achieving these fraud reduction results.

"This work, coupled with our financial educational initiatives to help keep members safe, is furthering their trust and confidence."

– **Shibly Cader, Global Cards Solution Lead Fraud Specialist, UNFCU**



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For more information call 844.367.7728 or visit velera.com