

Identity Verification in a Scary World

One of the most insidious crimes targeting individuals and institutions is identity theft and fraud. Its total cost to consumers was \$56 billion in 2020 alone.

Fraudsters have become very sophisticated at targeting call centers and online accounts, especially when security hasn't kept pace with creative hackers.

Most customers are willing to submit to security questions because they know that these inconveniences are put in place to protect them. But is there a better way to ensure that security without undue friction to the customer?

Contribute your expertise to this month's Best Practices Series and help our readers understand the full range of customer authentication and identity verification technologies that will help them keep customers and institutions safe from fraud.

Roundtable Date: 10/26/2022

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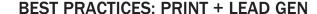
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