Reducing the risk
of online fraud

Australia Post VIP Online Security gives
Teachers Mutual Bank members and staff
more protection online, for added peace of mind.

Customer: Teachers Mutual Bank

Website: www.tmbank.com.au

Industry: Financial services

Challenge: Find a better way to protect Teachers Mutual Bank members when they bank online.

Solution: Australia Post VIP Online Security.

Results:

- Nearly 20,000 members immediately adopted the new security token system.

- Internet-related fraud dropped from 40 per cent of total fraud to less than 10 per cent.

- Cost-effective, easy-to-use system for members and staff.

Background

Teachers Mutual Bank is one of Australia's largest and most progressive mutuals. With no physical branch network, just over 50 per cent of its 155,000 members use internet banking to carry out their day-to-day transactions.

The challenge

Across the financial services industry, the rapid adoption of internet banking has produced a steep increase in online financial crimes. Larger banks are now enforcing tighter security measures, which has forced online fraudsters to target smaller financial companies. As a consequence, internet-related fraud accounted for 40 per cent of Teachers Mutual Bank's total fraud cases.

The strategy

Phishing, identity theft and financial fraud were becoming a growing concern for Teachers Mutual Bank and its members, prompting the bank to search for a new way to safeguard its customers from financial cyber crimes. It needed a solution that was cost-effective and simple for its customers to use.

Teachers Mutual Bank case study — improved internet transaction security

The solution

Teachers Mutual Bank needed a more advanced security system that could fully integrate with its existing internet banking software, Ultradata's My Viewpoint. After comparing six different solutions, Teachers Mutual Bank selected Australia Post VIP Online Security, which offered a choice of two-factor, one-time password security tokens.

By combining the reliability of Symantec's online security technology with Australia Post's identity management experience, Australia Post VIP Online Security offered added confidence for members across all their online transactions. The strong, multi-factor authentication system met all the bank's needs and integrated seamlessly with the existing software.

Australia Post VIP Online Security tokens can be used across multiple online transaction sites, such as eBay and PayPal, offering an extra advantage to members. Without compromising security, this means members can now securely access different online accounts with the one security token.

"We could see a real future with Australia Post VIP Online Security," says Brad Hedgman, deputy chief executive of Teachers Mutual Bank. "Allowing our members to use tokens across multiple websites gives our members greater choice, while also providing them with the highest level of security."

The implementation

Ultradata, Australia Post and Symantec worked together to ensure that a simple and effective implementation process took place. By working through any technical issues early on, they were able to avoid the need to build a new system completely from scratch.

To assist with adoption, Teachers Mutual Bank decided to distribute tokens to its members free of charge. At the same time, they increased security awareness among members by creating micro-websites containing security information and reducing daily transaction limits.

Australia Post also assisted with the production of marketing material and a demonstration DVD. The entire process took just under 12 months, well within expectations for such a significant project.

The results

Nearly 20,000 members immediately adopted the new token system – a very healthy take-up as they were also offered the option of an SMS one-time password.

Following the successful implementation of Australia Post VIP Online Security, internet-related fraud dropped from 40 per cent of total fraud to less than 10 per cent – effectively reversing an escalating trend.

"The implementation went well, but more importantly our members are happy," says Hedgman. "Australia Post VIP Online Security has been very well received and the majority of our members have found it very easy to use."

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