



GLOBAL RISK TECHNOLOGIES

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MEDIA PACK

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## ABOUT US

Global Risk Technologies is an international technology firm that provides Dynamic Risk Mitigation services within the payment industry. Built upon years of success in risk management, Global Risk Technologies provides a comprehensive and highly scalable web centric solution for chargeback processing, risk mitigation, fraud management and merchant education.

As a unique provider of exclusive and innovative chargeback remediation technology, Global Risk Technologies aims to bring much needed solutions for e-commerce payment processing to merchants within the European sector. These advanced technologies provide customer value through the provision of affordable, ethical, reliable and high-quality professional software and services. Global Risk Technologies is centrally located in Dublin, with international offices in Florida. The business currently supports acquiring institutions, merchant processors and retailers.

Global Risk Technologies uses turn-key chargeback services with two diverse services: it responds to chargebacks filed against clients; or offer a neutral third-party solution that prevents disputes from becoming chargebacks. Both services use two key elements, prevention and recovery, to ensure an efficient and deliverable solution.

## WHAT WE OFFER

Global Risk Technologies' mission is to free redundant resources dominated by reactive risk management mechanisms and help revolutionise and standardise these processes by providing an end-to-end solution that manages each component in its entirety. The chargeback solution that Global Risk Technologies offers is like no other in the market today and is guaranteed to achieve results.

Through identifying the right target, we aim to help decrease the negative impacts of chargebacks; thereby increasing their processing retention, and revenues. Our collective efforts work to combat cyber-shoplifting - resulting in sustainable, secure growth

- An in-house complete managed services operation for an Acquirers merchant/processors chargeback program.
- In-bound call enquiries
- Customized IVR solutions
- Multi-lingual capabilities
- 24 hour support
- Merchant chargeback help desk
- Data gathering to build Chargeback case resolution
- Compile proprietary fuzzy logic methodologies to solve case resolutions



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## WHAT SETS US APART?

Global Risk Technologies offers a distinctive service that helps solve the ever-growing problem of ecommerce fraud that has heavily influenced the sustainable growth in virtual payment processing. Through their extensive experience they have achieved some of the highest success levels in defending merchant chargebacks in the industry.

Global Risk Technologies actively strives to give its customers innovative solutions to chargeback correction problems and make them more successful in their market. This is a crucial component of any merchant or payments organisation in today's global and omni-channel sales market.

### **CORE VALUES:**

- We innovate continuously to provide solutions to industry problems that make our clients successful
- We encourage and promote individual initiative and creativity within the Global Risk Technologies organisation
- We continually promote corporate and social community responsibility
- We are dedicated to affordability, quality and reliability

## VISION

As the leading provider of risk management solutions, Global Risk Technologies endeavours to attain a position of leadership in each area of its business. It is always aiming to attain a high level of productivity in its operations through effective and efficient use of resources, adoption of appropriate technology and alignment with its core competencies.

To ensure a positive business culture it develops employees by encouraging empowerment, rewarding innovation and promoting an environment for learning and personal growth – employees who are good at what they do, are team players, conduct themselves ethically, and are customer focused. The key to its success is providing efficient chargeback remediation solutions and services of high and consistent quality, and ensuring value.

The final component in Global Risk Technologies ethos is to establish harmonious relationships with the community and promote greater environmental responsibility within its sphere of influence by applying superior corporate citizenship.



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## SOME DETAILS ON OUR SOLUTION:

### **RISK MITIGATION SERVICE (FOR MERCHANTS)**

Global Risk Technologies specialises in providing comprehensive risk management services through the use of its product suite, ranging from revenue recovery to chargeback prevention that is custom tailored for the card-not-present realm.

Its facilitated risk management system specialises in chargeback dispute logic and is customised to meet the needs and requirements for each client, within recommended guidelines. Its full service risk mitigation service is designed for merchants by merchants, to help predict threats and treat them before they harm revenues, growth, or profits.

### **DISPUTE SERVICE**

Global Risk Technologies' solution recovers lost revenue and can help restore a potentially tarnished reputation with tactical representation services that deliver powerful information via targeted results, while still helping to reduce future chargebacks.

We provide a proprietary process fuelled by client-defined, rule-based software that allows for the highest capture of case intelligence – a requisite element in order to recover revenues associated with chargeback fraud. Its dispute service, unlike other similar risk programs, works to effectively discourage subsequent transaction disputes. Winning back hard earned revenues is the key to its success. Its technology is fitted with best practice standards and streamlined to help automate and simplify complex technology that prevents and fights chargebacks for merchants and processors.



## SOME DETAILS ON OUR SOLUTION: (CONTINUED)

### **DYNAMIC REPORTING PLATFORM WITH CUSTOMIZABLE KPI**

Global Risk Technologies provides deep analytics and reporting tools that are designed for the payment processing industry to help drastically reduce and prevent fraud. This reporting tool has customisable Key Performance Indicators (KPIs) and is built to suit e-commerce merchants in a variety of online vertical markets. Dynamic reporting features include: fraud metrics, friendly fraud, transaction scoring, issuer scoring, and revenue predictions.

Customisable interfaces are provided for:

- Chargeback Management System
- Merchant ID analysis
- Fraud Detection Campaigns
- Real Time Location Analysis
- Neural Networks
- Pattern Detection
- Extensive Reporting

### **GLOBAL RISK TECHNOLOGIES HAS ACHIEVED:**

When it comes to defending merchants from chargebacks, Global Risk Technologies is an industry leader. Its strong legacy in developing and maintaining merchant chargebacks programs coupled with its industry-leading solutions and services means it has the unique tools to simplify and streamline efforts and protect merchants.

With proven experience of working with the top U.S. and global acquirers, Global Risk Technologies provide a tailored mix of on-demand and proprietary technology solutions that give full flexibility to select the program that best meets the needs of the merchant.

Our expertise scales for merchants of all shapes and sizes – providing targeted programs by transaction volume, acceptance channel and risk segmentation. It enables effective chargeback risk mitigation management.



## THOUGHT-LEADERSHIP

In 2009, retailers lost \$139 billion to fraud and friendly fraud accounts for \$3.4 billion. This estimate is not including the Merchants additional chargeback fees, rate hikes, and time and money spent fighting each chargeback.

In 2013, Visa reported \$11.8 billion in friendly fraud losses compared to \$2.7 billion in identity theft. Visa maintains about 66% of the current market share in terms of payment processing – this means an estimated \$17 billion loss including MasterCard.

In the past 4 years alone, friendly fraud has grown by over 500%.

According to CyberSource 2012 Online Fraud Report, “nearly 60% of Merchants say Friendly Fraud has increased over the last two years.

Merchants lose an estimated three dollars for every one dollar lost due to fraudulent transactions.

Small merchants, who are least likely to accept online payments, have also experienced an increase in online fraudulent transactions, rising from 45% in 2012, to 52% in 2013. No merchants who accept online payments are entirely protected from fraud.

**Numbers from the Office for National Statistics for the United Kingdom, show that the National Fraud Intelligence Bureau has recorded 441,174 incidents, while police reports show a measly 142,000 cases, in comparison, for the year 2012. Of these numbers, over half of them are cases of bank fraud.**



## MEET THE TEAM

With an experienced team, totalling over 25 years in the payments industry, Global Risk Technologies is highly equipped to tactically reduce the ever-growing trend of cyber shoplifting fraud within the payment industry. With first-hand experience and in depth understanding of the actual source of chargeback processing problems, the Global Risk Technologies team not only identifies the right target, but also successfully establishes workable solutions that enable merchants, acquirers and issuers minimise the negative impact of chargebacks and reduce associated costs.

### **Monica Eaton** Co-Founder and CIO

Monica Eaton is an entrepreneur and business leader with expertise in technology, e-commerce, risk relativity and payment-processing solutions. As an influential technology leader, Monica Eaton is responsible for driving European expansion.



<http://abc7chicago.com/shopping/i-team-friendly-fraud/273834/>

ABC I-Team

*“Too much friendly fraud can end with destroying your reputation, blocking you from purchasing online, and it can damage your credit,”* said Eaton.

[http://www.huffingtonpost.com/2014/11/13/black-fridayhack\\_n\\_6147090.html?utm\\_hp\\_ref=black-Friday](http://www.huffingtonpost.com/2014/11/13/black-fridayhack_n_6147090.html?utm_hp_ref=black-Friday)

The Best Way To Protect Yourself From Hackers On Black Friday

With the Black Friday shopping frenzy just around the corner, shoppers may be wondering whether there's anything they can do to protect themselves if another massive cyber-attack takes place.

<http://digitaltransactions.net/news/story/4968>

Survey Pinpoints Arizona City As Top Chargeback Location As 'Friendly Fraud' Continues to Plague Online Retailers Fraudulent chargebacks cost merchants money and time, including the cost of the original transaction and the expense of contesting them, says Monica Eaton, Chargebacks911 co-founder.

### **Colum Rafferty** Head of Business Development

Colum Rafferty joins Global Risk Technologies with over 35 years' experience in the payment industry. Rafferty is responsible for strategically driving business expansion in the EMEA region.



<http://www.prweb.com/releases/2014/09/prweb12148601.htm>

Global Risk Technologies Recruits New Business Development Director

Global Risk Technologies announces its most recent hire, Colum G. Rafferty, who will serve as the company's Business Development Director.



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