

# Electronic Payment Fraud Relief Is Here

Designed for Settlement Industry Professionals by the Mortgage Industry's Leading Title and Closing Fraud Prevention Company

# A Few Recent Headlines

- "Wire and title fraud reaches an alarming high in Q2 2023"
- *"Upstate couple warns of wire fraud that cost them \$108,000."*
- "I went into full panic mode': Attorney loses \$240,000 through wire fraud."
- *"Retired teacher and daughter lose almost \$200,000 in wire fraud."*

## **National Mortgage News**







# Electronic Payment Fraud is Rising

- EPF is finding a new victim every 30 seconds in the United States
- According to the federal and local law enforcement agencies, cyber fraud costs businesses nationwide more than \$100 Billion annually
- Criminals impersonate parties to a financial transaction, seeking to re-direct wires, ACHs and other digital payment forms from legitimate payees to the wrong bank account
- Funds may not be recovered and are often out of the US within hours of mis-direction

# How Does the Fraud Occur?

- Email phishing gains access to your communications among parties
- Mimicking of email communications and modified emails disguise criminal actors (*i.e. john@abctitle v. john@abc-title or jsmith@premiertitle v. jsmith@premierstitle*)
- Payment instructions submitted, re-submitted, modified, changed
- May even be same bank, but a new account number
- Account name could be similar (i.e. Access Title Inc v. Access Title & Settlement Co.)
- Emails of buyers, sellers, attorneys, real estate agents, and even mortgage payoff lenders have been compromised



- Easy to use web-based search tool
- Integration options being explored
- Requires minimum data input
- Provides a confidence score within seconds
- Allows searches for individuals, businesses and verification of mortgage payoff accounts
- Offers downloadable reports for audit trail purposes



## **Register and Login**



# Preventing payment fraud when making electronic transfers to vendors

Prevent wire fraud and cyber fraud from impacting your electronic payments to your businnes partners, vendors and suppliers.

### Sign in to TruePay

Enter your details below

Email\*
Password\*
Password\*

Forget your password?

Login

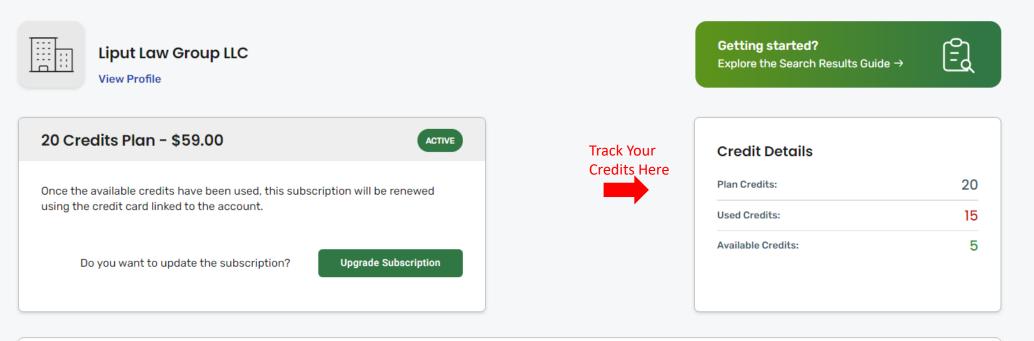
## User Profile

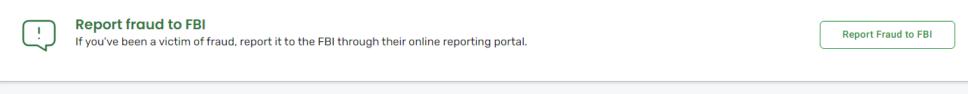
## Settings

Profile Membership Subscription H	istory Payment Method
<ul> <li>secure Settlements</li> <li>322-742-</li> <li>www.secureinsight.com</li> </ul>	Company details Industry: Advertising Address 13 Main Street City: State: Edison New Jersey Zip code: 0820

## Dashboard Shows Your Account Info

### Dashboard





## Instructions Lead the Way to Ease of Use

## **Account Verification Tool**

#### Verify Owner Information

Search by:

Personal Accounts

O Business Accounts

O Mortgage Payoff Accounts

First Name Last Name
e.g. Cameron
Only run one individual search at a time
Date of Birth (Optional)

Adding this data enhances search accuracy.

**Routing Number** 

e.g. 122335577

MM/DD/YYYY

Routing number must be 9 digits.

Account Number

e.g. 12233557714

#### Avoid payment fraud with the TruePay<sup>™</sup> verification platform!

Follow these simple instructions. Gather and then enter the required data in the designated fields for either an individual or business payee and submit.

An auto-generated result will identify:



#### **High confidence**

This is the best result and verifies the data entered by you matches bank records. You can have high confidence the payment will reach the true destination.

#### Insufficient or unknown data

The data entered is incomplete, partially complete or contains unknown data; there is not enough information to verify the accuracy of the account entered. The account has not been verified.

#### No confidence

The data entered does not match bank records and you are at risk of a fraud loss. Sending a payment here is not recommended.

Our Customer Service team is available to assist you if necessary.

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Available credits: 5

# Searching is Simple and Intuitive

## Search Individuals

### Verify Owner Information

#### Search by:

- Personal Accounts
- O Business Accounts
- Mortgage Payoff Accounts
- First Name

Last Name

e.g. Cameron

e.g. Williamson

Only run one individual search at a time

#### Date of Birth (Optional)

MM/DD/YYYY

Adding this data enhances search accuracy.

#### Routing Number

e.g. 122335577

Routing number must be 9 digits.

#### Account Number

e.g. 12233557714

Run Account Verification

### Search Companies

### Verify Owner Information

Search by:

O Personal Accounts

- Business Accounts
- Mortgage Payoff Accounts

#### **Business Name**

e.g. Independent Company

#### FEIN (Optional)

e.g. 111111111

Adding this data enhances search accuracy.

#### **Routing Number**

e.g. 122335577

Routing number must be 9 digits.

#### Account Number

e.g. 12233557714

Run Account Verification

### Verify Mortgage Payoffs

### Verify Owner Information

Search by:

) Personal Accounts

Business Accounts

Mortgage Payoff Accounts

#### Lender Name

e.g. Paul, Willianson

#### Routing Number

e.g. 122335577

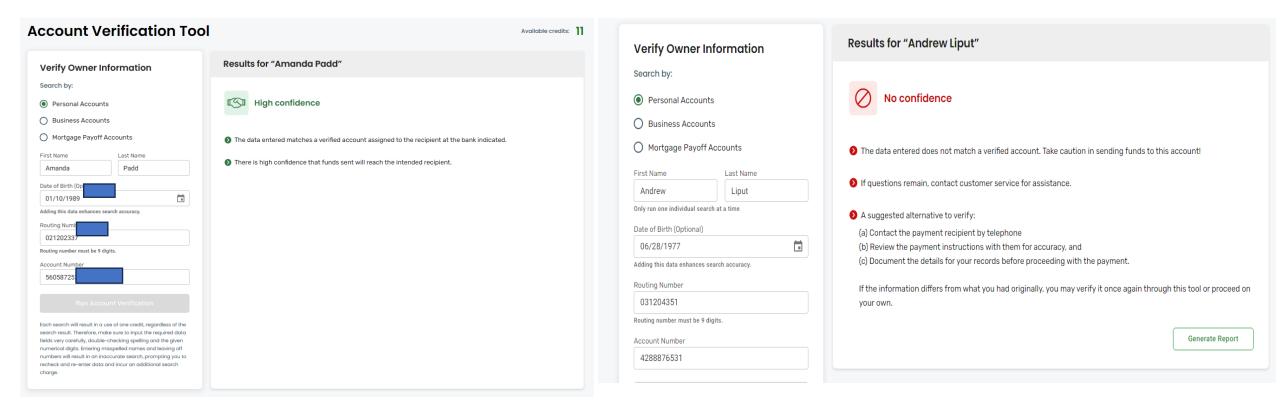
Routing number must be 9 digits.

#### Account Number

e.g. 12233557714

**Run Account Verification** 

## Confidence Scores Returned Immediately-Sample 1



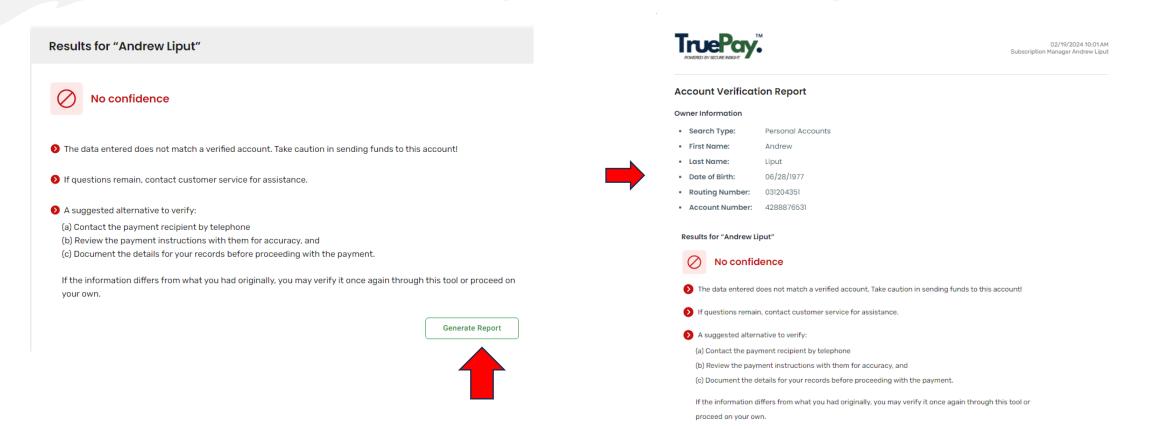
## Confidence Scores Returned Immediately-Sample 2

Available credits: 16

## **Account Verification Tool**

Verify Owner Information	Results for
Search by:	
Personal Accounts	Insufficient or unknown data
O Business Accounts	The data entered is incomplete, partially complete, or contains unknown data.
O Mortgage Payoff Accounts	
First Name Last Name	The account name may be unknown.
	O The account number may be unknown.
Date of Birth (Optional)	
05/12/1998	The bank routing number may be from a non-reporting bank.
Adding this data enhances search accuracy.	
Routing Number	O The account cannot be verified.
0312	◊ Please recheck the information inputted and retry, and if the same result occurs use a traditional method of
Routing number must be 9 digits.	verifying the account (phone call to owner).
Account Number	
4318	
Run Account Verification	

# Select to Download Each Query Report



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Cancel

## Non-Reporting Banks and New Accounts

- Not all banks report to the nationwide database of bank verification information, approximately 87% report
- Small credit unions, local and regional banks will likely not be accessible and traditional account verification measures will be necessary
- A pop-up will notify you that a bank is nonreporting, so you do not use a credit searching an account there
- New accounts, those opened within 90 days of a search may not be reported yet and if the record are unavailable an "Insufficient Data" response will be given.



The provided routing number belongs to a bank that does not report to the national banking verification database.

New banks are being added at any time, you may proceed if you wish, but you will incur a charge.

I understand

## Mortgage Payoff Verification Search Result

Free Search

## **Account Verification Tool**

Verify Owner Information	Results for "Alliance Servicing"
Search by:	
O Personal Accounts	✓ Match
O Business Accounts	
Mortgage Payoff Accounts	Match found. Here are the details for the corresponding lender and bank:
Lender Name	Lender name:
Alliance Servicing	Alliance Servicing
Routing Number	Bank name:
267	Bank United
Routing number must be 9 digits.	Routing number:
Account Number	2d
985	Account number:
	98

# Mortgage Payoffs are a FREE Bonus

- As we build the mortgage payoff database your access to this data (collected from your peers) is FREE.
- However, you must have registered with us and maintain a business account for TruePay to have access to this bonus.





# **Reports for Audits and Exams-Download Excel**

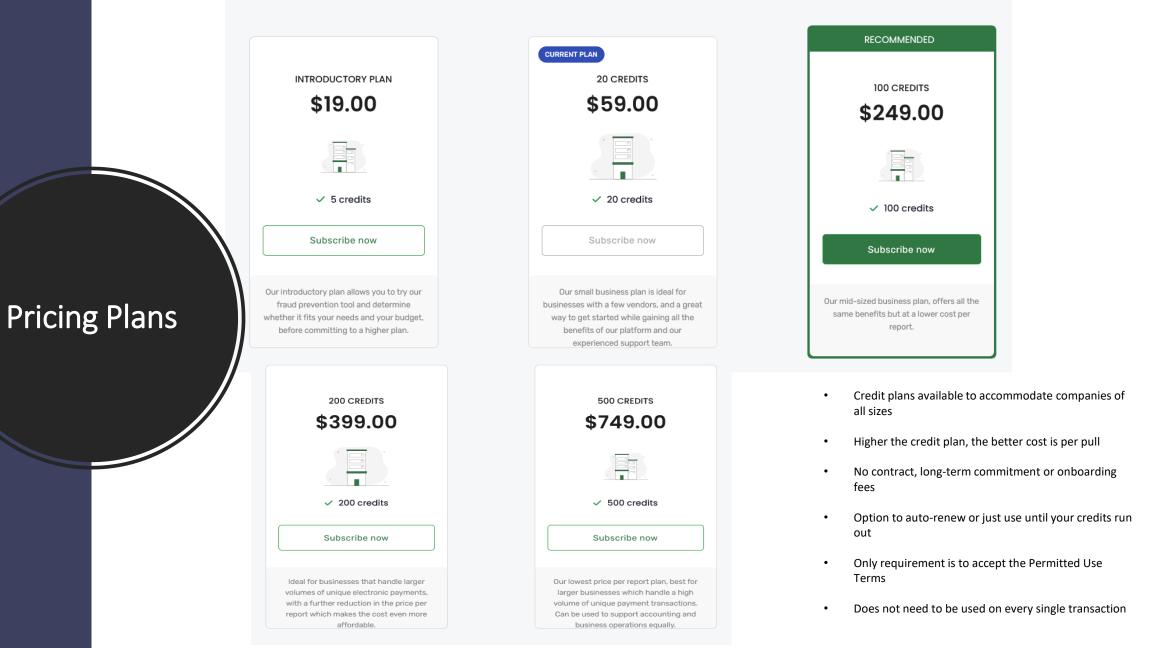
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The report will be automatically downloaded in Excel (.xlsx) format when you click on the "Generate report" button.

## Reports for Audits and Exams-Report Summary

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01/11/24		Company Activity Report										
			12/10/23	between	01/11/24							
	Organization	Subscription Number	User Name	Date	Time	Search First Name	Search Last Name	Search Business	Search Lender	Routing Number	Bank Acct Number (last 4)	Result
	Amanda Testing		Amanda Padd	12/26/23	13:04:30	Wilson	Paul				9455	High confidence
	Amanda Testing		Amanda Padd	12/26/23	13:04:34	Wilson	Paul				9454	Insufficient or unknown data
	Amanda Testing		Amanda Padd	12/26/23	13:04:41	Wilson	Paul				9455	No confidence
	Amanda Testing		Amanda Padd	12/26/23	13:05:02			CRAZY JIM'S PIZZA			9249	High confidence
	Amanda Testing		Amanda Padd	12/26/23	13:05:10			CRAZY JIM'S PIZZA			9249	No confidence
	Amanda Testing		Amanda Padd	12/26/23	13:05:15			CRAZY JIM'S PIZZA			9247	Insufficient or unknown data
	Amanda Testing		Amanda Padd	12/27/23	15:58:37			CRAZY JIM'S PIZZA			9249	High confidence
	Amanda Testing		Amanda Padd	12/27/23	15:58:42			CRAZY JIM'S PIZZA			9247	Insufficient or unknown data
	Amanda Testing		Amanda Padd	12/27/23	18:14:59			CRAZY JIM'S PIZZA			9249	High confidence
	Amanda Testing		Amanda Padd	12/27/23	18:15:02			CRAZY JIM'S PIZZA			9249	No confidence
	Amanda Testing		Amanda Padd	12/27/23	18:15:06			CRAZY JIM'S PIZZA			9247	Insufficient or unknown data
	Amanda Testing		Amanda Padd	12/27/23	18:15:34	Wilson	Paul				9455	High confidence
	Amanda Testing		Amanda Padd	12/27/23	18:15:38	Wilson	Paul				9455	No confidence
	Amanda Testing		Amanda Padd	12/27/23	18:15:42	Wilson	Paul				9457	Insufficient or unknown data
	Amanda Testing		Amanda Padd	12/27/23	18:15:46	Wilson	Paul				9455	High confidence
	Amanda Testing		Amanda Padd	12/28/23	13:34:34			CRAZY JIM'S PIZZA			9247	No confidence
	Amanda Testing		Amanda Padd	12/28/23	13:35:26			CRAZY JIM'S PIZZA			9249	High confidence
	Amanda Testing		Amanda Padd	12/28/23	13:35:30			CRAZY JIM'S PIZZA			9247	Insufficient or unknown data
	Amanda Testing		Amanda Padd	12/28/23	13:35:39			Pizza Palace			9247	Insufficient or unknown data

### Choose the plan that best suits your needs



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# How is the Data Managed?

- TruePay only confirms, questions, or rejects the data you input as a match to known bank records, at those banks directly
- We do not collect borrower information, property address or loan number which is ripe for data breach liability issues (ex. Mr. Cooper, Fidelity, FirstAm).
- Bank account holder, routing number and the last 4 digits of the bank number are populated to your personal search report, solely for your use and not other users
- No data is shared with third parties or resold at any time, it is only for you and your audit trail
- Mortgage payoff data is a separate database compiled by Secure Insight, which grants you access for payoff purposes without a fee
- Data security and privacy protocols are strictly followed

You Save Time and Money and Engage in Recommended Best Practices

- Eliminate or significantly reduce phone calls to verify payment and payoff instructions
- Access to immediate verification results for located records saves time
- Convenient reporting for audit and examination purposes
- No long-term contracts or commitments, pay as you go, cancel any time and includes customer service
- Helps meet ALTA Information Security Committee outgoing wire best practices worksheet checklist for validation and record keeping recommendations
- Helps meet cyber insurance carrier requirements to document cyber risk management

## How Accurate are the Search Results?

- The system is checking the validity of data you enter against what is recorded at the bank through a nationwide database of live information maintained by more than 2000 banks and credit unions in the United States
- The system will instantly verify approximately 87% of bank ABA/routing and customer account numbers - it does not provide 100% verification coverage (no automated tool can do this)
- The system complies with and is verified in accordance with the National Automated Clearing House Association (NACHA), an organization that manages the development, administration and governance of the Automated Clearing House (ACH) network
- For unreported/non-verifiable accounts (appx 13%), traditional verification methods will be required by your staff

- Certain small bank, personal brokerage, small credit union, and complex (sub account) searches may not find account number matches and require a user to conduct traditional validation methods
- We maintain errors, crimes and cyber insurance coverage of up to \$1M per incident

# Compare Your Process with Our Tool

### **Your Process Today**

- Train and pay staff to manage wires
- Receive payment and payoff instructions and verify source
- Train staff and monitor for email scams affecting payment requests
- Verify instructions prior to closing
- Send out 3-6 wires (on average) and hope for the best
- Draft spreadsheet with payment data internally for auditing purposes

## Your Process with TruePay

- Choose pay as you go plan for as little as \$1.38 each verification
- Receive wire and payoff instructions
- Enter data into TruePay and receive immediate verification results
- Send wire knowing the information is validated
- Download digital audit trail



# How Do We Stack Up?

### **The Competition**

- High onboarding charge
- Minimum monthly commitments
- Complex user platform or transaction user environment requiring all parties to register and participate
- Built by techies and not industry insiders



- No onboarding charge & free customer service
- No monthly commitments-pay as you go, cancel any time
- Simple and intuitive platform-enter 3-5 data points and immediate result returned
- Created by title, legal and mortgage industry insiders

# Questions?

Contact us at <u>TruePay@secureinsight.com</u> for questions or to schedule an exclusive product demo.

