

PSD2



Will Strong Customer Authentication Mean You Lose Customers?

From September 2019, PSD2 means that banks will have to secure many more transactions using Strong Customer Authentication (SCA).

Less than half of consumers say they have a good awareness of the upcoming changes

AND

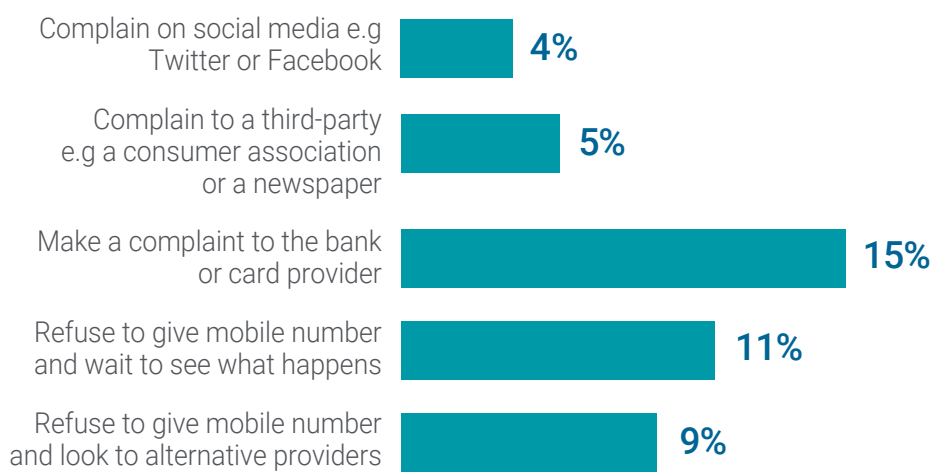
Most people think there are already enough or even too many security checks

Banks that implement SCA badly will lose customers to competitors that do it better

Three things banks get wrong when building their PSD2 SCA solutions

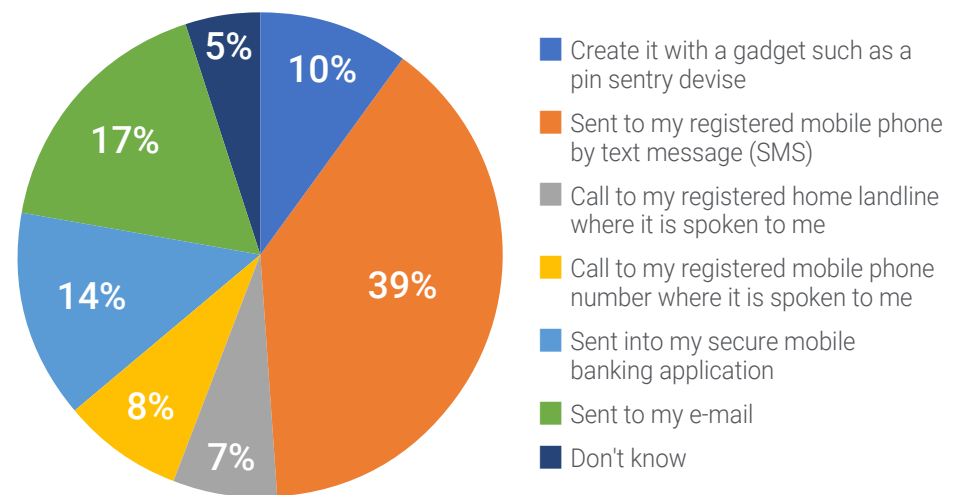
1. They dictate to customers how they must authenticate

If told that their bank or card provider would no longer let them make online payments unless they provided a mobile phone number that could receive a passcode, half would provide their number willingly, but the rest would:

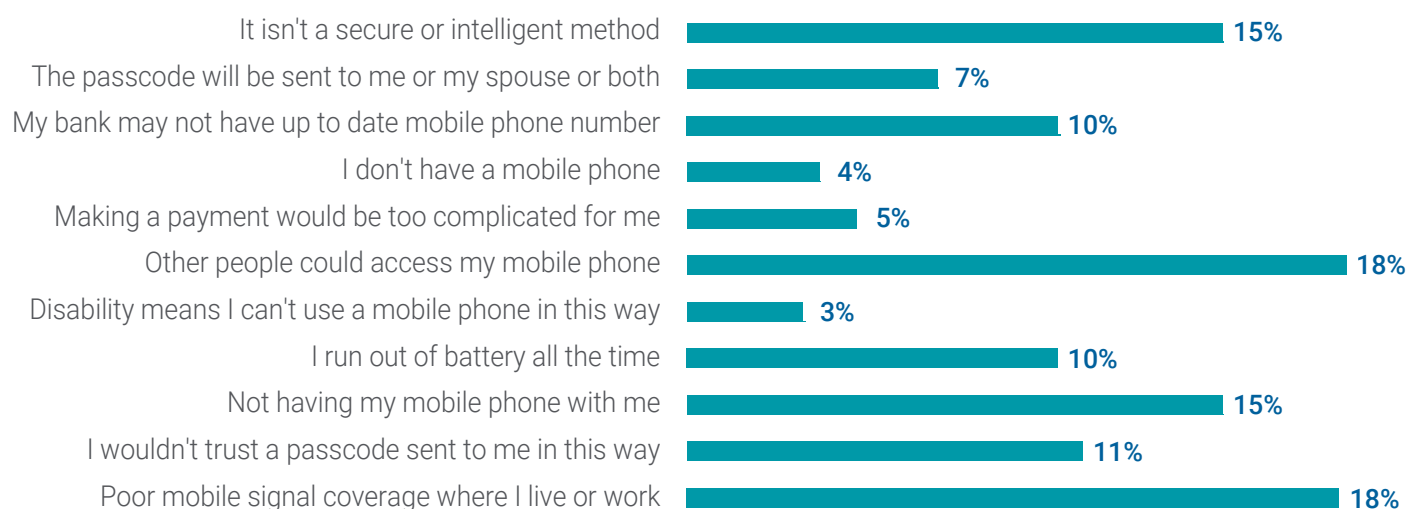


2. They don't have a wide enough choice of authentication methods

There is no single solution that appeals to all. For example, if asked to verify a payment using a passcode people had a range of preferences.



3. They don't sufficiently account for factors that could prevent successful SCA



Implementing SCA badly is a risk - but we can help you turn it into a competitive advantage:

Compliance with PSD2 regulation

With our expert advisors and a comprehensive solution proven to work reliably at high volumes

Better Customer Experience

Integrate and orchestrate authentication from all providers to offer customer-centric options for every transaction

Cost Effective Management

Advanced analytics and machine learning that produces fewer false positives. Automation that leads to more successful case resolution at lower cost

For more information and to speak to one of our advisors [click here](#)