

The Acquiring Mind

...wants to Know!

Issue 2

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Thieves find major hole in many merchant risk monitoring systems—Are you exposed?

Issuing returns/credits with no offsetting sales is an old scam, however the crooks have found a new twist which allows the transactions to simply bypass many monitoring systems causing the transactions to go through undetected.

Typically, transactions processed through the debit networks are limited to pin based sales. Returns/credits are typically blocked and cannot be processed through the terminal. For this reason, many ISOs do not monitor what is passing through the debit networks. Sales are limited to small dollars and the customers are validated with a

pin, so the risk has just not been there.

The latest scam is the crooks have figured out how to activate the return/credit functions in the terminal for the debit networks. The crooks are issuing credits like mad and are getting them through the system undetected because the monitoring capabilities are just not there. Many smaller ISOs are struggling to get their systems updated.

Fixing this problem with the current risk systems means major reprogramming and often having to order additional files. Adding these

files means increased workloads, additional staffing and of course programming hours.

Some ISOs are actually working around the situation manually until the programming can be placed while others don't yet have a work around.

Feel free to call us if you would like further details about this scam. If you have fallen victim to this scam and need help or if you feel you are at risk, you can call TCB for a free preliminary analysis and quote. Simply call (713) 822-4368 for your.

TCB still performs case work!



Special points of interest:

- **MAC Conference in Vegas March 19th through the 21st**
- **IAFCI Gulf Coast Conference in Galveston September 18th and 19th - Call for White Papers!**
- **New Networking Opportunities**

TCB now offers residual processing services at a reasonable cost

Do you need a new residual processing system or a residual processing staff? TCB has found that many times a system is not always the best solution. This is especially true concerning residual processing. What's a system without the experience? Residuals can make or break you in terms of revenue. Nothing replaces a brain with years of experience.

TCB has developed a residual processing system manned by

experienced residual processing staff. The staff can do in a couple of days what would be a full time employee in house for an ISO. This saves on the expenses of a full time employee, a system, and a programming staff.

The ISO chooses the run date and is able to brand the reporting.

Data integrity issues are causing huge losses of revenue to everyone. TCB also offers an error check

service. Most clients' services have paid for themselves with the TCB error check!

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What should you look for in a consulting firm?

Do any of these scenarios sound familiar?

The consultant finds a fabulous solution to your problems, but you do not have the staff or the capital to perform what would be required.

The consultant gives you a quote for a service. He/she performs the service or makes recommendations, but you do not fully understand them. You make a few follow up calls to clarify and a bill follows in the mail for several hundred dollars, maybe even thousands for quick emails and phone calls.

The consultant comes in for the sales pitch very energetically, but then gets a retainer and vanishes or is difficult to get on the phone and consistently misses deadlines.

Take Charge Business Consulting was founded by 2 ladies who did not enjoy using consultants. We offer you this advice when shopping for a consulting firm:

Make sure the firm asks for budgetary and manpower restraints before working up the final quote. If they don't ask, you may end up with a plan that cannot be implemented.

Find out what the consulting firm will charge you for follow up calls. They add up quickly if you don't

watch out.

Get references for the consulting firm. Make sure the projects are similar to what you are looking at using a consultant.

Make sure the firm has well rounded consultants who understand compliance issues. A costly mistake is one where you have done a huge implementation to find out you are in violation with your bank or the Associations.

TCB makes sure you can use what we give you. We tailor solutions to what you can do, not what an army of people with unlimited resources can do. If you cannot implement what we recommend, we would consider it a failure on our part. For this reason, TCB states on every quote that follow up calls for questions are included for 60 days after any assignment.

TCB will gladly provide references upon request and our consultants are very familiar with banking regulations and Association compliance issues. For more information call us at (713) 822-4368.



Iafci gulf coast chapter calls for white papers for the 2008 conference combating fraud

The Gulf Coast Chapter of the IAFCI is hosting a 2 day training conference at the beautiful Moody Gardens Hotel in Galveston on September 18th and 19th. We will be holding a golf tournament on September 17th.

We are calling for white papers from industry leaders, vendors, and investigators. We are looking for cutting edge subject matter relevant to fraud investigation, financial crimes, and electronic crimes.

If you would like to submit a white paper, you may do so by emailing it to dsellens@tcbconsultingonline.com.

Approved white papers will give you an opportunity to speak in front of 175 to 200 members of law enforcement and financial crimes investigators.

This conference will be approved for TCLOSE credit for members of Texas law enforcement and has often been



cited for having the most bang for the buck! The Gulf Coast Chapter works hard to get good, relevant speakers on cutting edge and unique subject matter. The 2006 conference was huge success and the Moody Gardens facilities had a lot to do with it. Conference fees are reasonable with discounts available for law enforcement.

Sponsorship and vendor opportunities are now available:

- Vendor Booths
- Title Sponsor
- Awards Luncheon
- Day 2 Luncheon
- Evening Networking Event
- Hospitality Suite
- Breakfasts
- Breaks
- Golf Hole Sponsorship
- Sponsor a Speaker
- Send a Cop to School

For more information on sponsorship or to register for this conference, please email or call Deana Sellens at dsellens@tcbconsultingonline.com or (713) 822-4368.

Industry Networking—New trends, more subgroups

As time goes on, fraud trends change and we find ourselves in need of information sharing. We are all being hit with the same issues. New task forces and work groups are starting up all over the country. You should become involved as much as possible. It is the only way we can get ahead of the bad guys.

One of the best ways to get involved is to join your local IAFCI (the International Association for Financial Crimes Investigators) chapter. This is an international group who shares information and works toward changing legislation concerning all types of financial crimes. You can find more information about joining on their website: iafci.org.

Some work groups/task forces you should consider are:

HITEC—Electronic crimes have been on the rise for some time. Many groups are overseas and just about untouchable.

Loan Fraud—Whether you are battling mortgage fraud or car theft through loans, loan fraud is huge right now. Mortgage fraud is at the top of the list

for white collar crimes.

Phishing—The fraudsters are not just targeting the large banks and big businesses any more. Do you know what to do if your business is targeted with a phishing scam?

Counterfeiting—This is an oldie but goodie. Counterfeit checks and credit cards are still big business.

Industry Specific—If your customer base is more specialized, have you taken the time to learn about scams specific to certain industries? If not, you should. Keeping educated on what issues your customers face, keeps you one step ahead of the bad guys and competitors.

- Telecommunications
- Doctors
- Automotive
- Retailers
- Acquiring Risk
- Insurance
- Electronics
- Internet/Online

If one of these groups hits a sore spot, contact us and we can help you find a group you can chat and compare notes.



Call or send us an email (713) 822-4368 or service@tcbconsultingonline.com.

Networking and our investigators research page of our website are free to anyone who needs help! We hope you find it useful!

TCB Staff Spotlight



Deana Sellens is a 12 year merchant acquiring risk, compliance, and operations veteran. She is the co-founder for Take Charge Business Consulting, LLC and is the current President of the

Gulf Coast Chapter for the IAFCI. Her specialties are in high dollar fraud case work, ISO compliance, and policy and procedure documentation. She performs public speaking engagements for private sector and law enforcement trainings.

Deana is active in many networking organizations including the Houston Metropolitan Criminal Investigators Association, the Merchant Acquirers Committee, and 2 federal task forces. She has organized many conferences and training sessions in the Houston area.

In her spare time, Deana is the Director of Fundraising for Sunmart Animal Rescue Team "SMART" and Adopt A Cat. She provides education on animal cruelty and spay/neuter awareness and she is the webmaster for SMART.

In addition to her volunteer work, Deana also runs a website focusing on helping small to medium charities network on fundraising, volunteer management, and volunteer recruitment.

If you have any questions for her, she can be contacted via email or by phone. (713) 822-4368
dsellens@tcbconsultingonline.com



The Merchant Acquirers Committee "MAC" recently incorporated and is hosting the first annual fraud and compliance conference in Las Vegas.

The conference will be held at the Riviera Hotel and Casino. Registration is going on now.

Topics of interest include:

- Hacking Demonstrations
- BRAM
- Spidering Products
- Updates from the Credit Bureaus
- Packaging cases for law enforcement
- Merchant Cash

For more information about joining MAC or to register for the conference, visit www.macmember.org.

Residual Processing

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If you developing a system and simply need an interim solution, TCB offers a month to month contract.

TCB can customize audits and run profitability reports to your specific business's needs.

If you have an existing system and you only need audits, TCB can accommodate those needs too.

TCB can process and brand your reporting in a fraction of the time it takes others to perform the same functions. There is no payout you can dream up that we can't calculate. Try us out. TCB has a minimal set up fee.

You'll get master reporting, error reporting, and print ready or email ready files for your sales people. Give us a call (713) 822-4368.

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Delivering significant and measurable results!

We're on the web!
tcbconsultingonline.com

Free Investigators research site

Take Charge Business Consulting, LLC has collected a huge number of investigative sites which we update upon request. The site is maintained and is accessible to anyone who wishes to use it...free of charge!

We encourage you to give it out to your investigators! The site includes links for the following types of research:

- Skip Tracing (People, emails, phone numbers, etc.)
- Public Records
- Site Inspection Resources
- Government Agencies
- Commercial Mail Receiving Agencies Look Ups
- Package Tracking
- Networking Groups
- Whois Searches
- Tracing Software
- Research by Business Types
- Criminal Justice
- Legal
- Hacker Sites
- International Research
- Non Profit Research



www.tcbconsultingonline.com

Click on Investigators Links!

We are always expanding the site and we love to hear feedback!

TCB offers expert witness testimony.

Take Charge Business Consulting works to help companies reduce losses while maintaining or increasing application counts. We accomplish this through analyzing processes and systems and providing a road map to best practices in staffing, training, underwriting, monitoring, and target markets. Our staff remains leaders in the industry by making education and networking a priority. Understanding the trends and keeping up with the industry changes is the key factor in our business.