
User Information Verification: Thoughts from online banking and e-commerce use cases



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Verification Goals Vary

- Risk management goals
- Level of scrutiny based on context
- Asymmetry of exposure and transference of risk onto third parties
- Compliance often changes the balance
- Key thought - not all transactions or service requests must be delivered, not all transactions are equal



Dealing with scale

- Verification services and databases
 - Merchant and credit card risk
 - Proper formats of addresses
 - Legitimacy of addresses
- Reputation systems for Internet locations
- Geolocation tied to user claims
- Payment information tied to delivery



Handling higher risk

- Routinize the normal, escalate the unusual
- New user/customer vs. existing
- Firms deal with risk differently
 - No transactions allowed
 - Escrow/pre-payment
 - Providing further proof of identity
 - 3rd party verification services
 - Manual review

