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