

Interview Findings

Interview Person	Mr. Sudeeshan Silva
Position	Former Assistant Manager – Card Center Head Office
Workplace	Hatton National Bank
Date	12 th November
Time	7.00 pm – 7.45 pm
Review	<p>How useful do you think this system will help the bankers ?</p> <p>Mr. Silva stated that, according to the introduction, the system would assist bankers working on the card center in readily identifying fraudulent actions due to the visual representation that we hope to incorporate in our webapp.</p> <p>How often does the bank review credit card transactions ?</p> <p>HNB regularly reviews credit card transactions, but sometimes overlooks fraudulent ones due to the large number of daily transactions.</p> <p>What methods does the bank take if they detect a fraudulent transaction ?</p> <p>The current system requires customers to confirm completion, but if not returned within a specified period, the transaction and credit card are blocked.</p> <p>Are there any uncommon ways that credit card fraud may occur ?</p> <p>Yes, "Manual Keying" is an unusual method of credit card theft, where the cardholder provides an entity with the card data to complete an action, potentially leading to fraud. For example, in a hotel customer provides the card data without the physical card to the hotel for early reservations.</p>

Interview Person	Mr. Chalinda Salitha
Position	Officer – Card Security and Compliance
Workplace	Union Bank
Date	14 th November
Time	8.00 pm – 8.30 pm
Review	<p>What is the main goal of credit card fraud detection ?</p> <p>The main purpose of fraud detection is to limit the number of frauds that occur, minimize the cost to the bank, and maintain the customer's faith in the bank.</p> <p>What are the common fraud types the bank have faced ?</p> <p>The most prevalent sorts of fraud their bank has seen are card loss or theft fraud and data breach - hacking and obtaining information from websites while doing online transactions. And also, Counter pre – cloning the card and their relevant details.</p> <p>What is the current system of the bank in detecting fraud?</p> <p>To identify fraud, the bank employs algorithms that employ criteria such as triggering if a transaction is close to the credit limit (limit = 100,000) and monitoring websites when an online transaction occurs.</p> <p>What are the further developments the bank expects in the system ?</p> <p>On the customer side, enabling access to customers for blocking the cards through online apps.</p> <p>On the bank side, to guarantee that online transactions are only possible with an OTP, as certain websites still do not require an OTP for transactions.</p>