

Incident Report: IR-2025-CA-051

Subject: Interac e-Transfer Velocity Block

Date of Report: March 12, 2025

Status: Resolved

1. Executive Summary

Loan disbursements via **Interac e-Transfer in Canada** were throttled by the central fraud engine. Large batches of transfers from Kredila were incorrectly flagged as "Phishing Activity" because of a change in the transfer memo format.

2. Incident Timeline (EST)

- **Mar 11, 11:00 AM:** Failure rates for Canadian disbursements rise to 85%.
- **Mar 11, 02:00 PM:** Interac fraud department confirms Kredila's new "Loan Ref ID" triggered their anti-spam filters.
- **Mar 12, 10:00 AM:** Memo format reverted to the previous standardized version; blocks lifted.

3. Impact Assessment

- **Affected Region:** Canada
- **Impact:** 950 Canadian borrowers experienced "Transaction Cancelled" notifications.
- **Root Cause:** Non-compliant metadata in the payment transfer memo.

4. Resolution & Preventive Action

- **Resolution:** Reverted the API metadata structure to comply with Interac's whitelist requirements.
- **Preventive Action:** Instituted a **Small-Batch Smoke Test** (max 5 transfers) whenever payment metadata or memo formats are updated.