



Increased Authentication with 2-Step Verification

Fight back against rising fraud with our new 2-Step Verification feature on Increased Authentication. Adding an extra layer of security to your authentication process, it ensures your customers' financial data is always safe with you.

HOW IT WORKS

2-Step Verification will send your customers a verification code via SMS, email or voice call to confirm their identity during high-risk activities, such as large payments or logins from a new location.

In 2019, 39% of all phishing attempts globally happened in Canada.



Authentication made easy – for you and your customers

Challenge Questions have long been the industry standard for Increased Authentication. But, over time, they have become less effective as fraudsters often know how to find the answers to them. Now we have an even more powerful option to reinforce your security while boosting your customer experience: 2-Step Verification.

Flexible for customers

Challenge Questions can actually be a challenge to remember, resulting in locked accounts and increased support costs. 2-Step Verification lets customers choose the secure channel (SMS, email or voice call) that works best for them each time they need to authenticate. Then it sends them a one-time verification code they don't have to remember long-term.



Tailored to your risk appetite

You have your own security protocols. With 2-Step Verification, you define the rules that trigger verification code requests. That way you can secure your digital banking without sacrificing your customers' user experience.



Zero effort implementation

Getting set up with 2-Step Verification is simple. If you're already using Increased Authentication, then you don't have to sign any new agreements or even train staff on new tools, because it's built into our existing system.



Fully-managed for you

Your team doesn't even have to manage or monitor 2-Step Verification after it's implemented. Central 1's in-house cyber security experts oversee everything, so you can focus your resources where they matter most – supporting customers.

More Information

Contact your Central 1 Relationship Manager at: relationshipmanagement@central1.com

Order Today

To get started today, place your request with Service Now.

Support

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