

deluxe[®]
EXCHANGE > 2025





Keeping Payments Secure:

A Proactive Approach to Fraud and Security

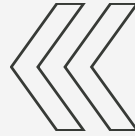
Craig Jeffery
Managing Partner
Strategic Treasurer

Emily Dixon
SVP, TM Treasury Solutions
Officer Team Lead
United Community Bank

Akeem Tucker
SVP, Product
Management
Citibank



About Me



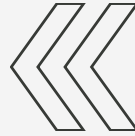
Emily Dixon

- » Certified treasury professional with 25+ years of banking experience.
- » Regional treasury solutions officer
- » Primary goal: To streamline complex financial processes and to help her customers protect their businesses from fraud.





About Me



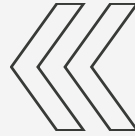
Akeem Tucker

- » SVP, Product Management
- » With Citibank 17+ years
- » Responsible for enhancing existing product offerings and leading strategic initiatives to help grow the core TTS payments and receivables business.





About Me



Craig Jeffery

- » Managing Partner
- » Craig formed Strategic Treasurer in 2004
- » Has 30+ years of financial and treasury experience as a practitioner and a consultant





Two Approaches to Security



» Reactive

- If something happens, additional levels of scrutiny and management launched
- Additional crisis management needed to deal with possible media attention, customer backlash and reputational damages

» Proactive

- Actively searching for fraud
- Actively designing approaches to fight fraud





Multi-Layered Strategy

» People

- Slow down, think, act
- Often weakest link
- Ongoing training

» Structure

- Flow of payments and information
 - Banking
 - Business

» Services

- Banks
- Fintech providers

» Technology

- Machine learning (pattern detection)
- Artificial intelligence

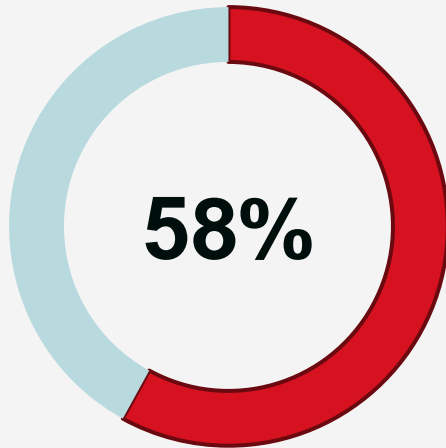
» Processes

- Incident response
- Regular audits



Payments Innovation

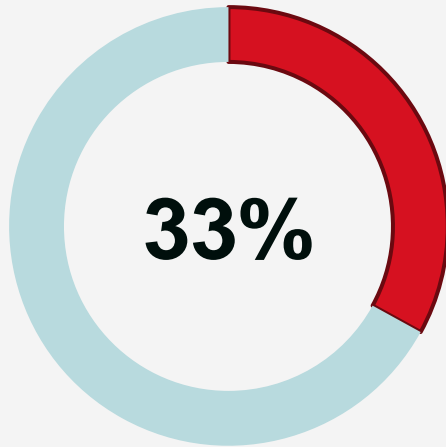
58% see security as a top area of growth in payments innovation in the next 3 years.





Operational Challenges

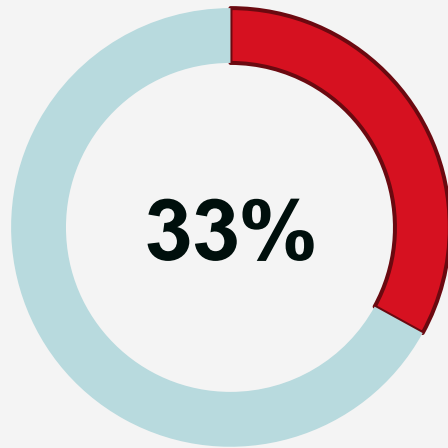
33% view fraud as a top operational challenge for their organization in the next year.





Investment Plans

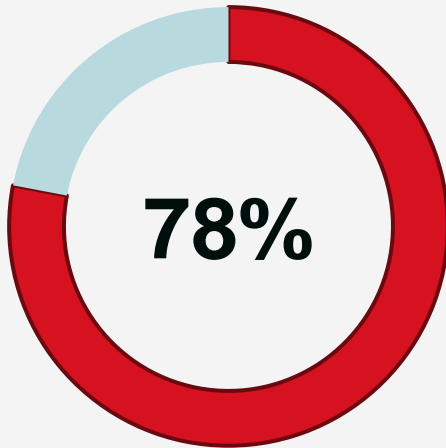
33% say their company plans to invest in security in the next year.





Threat Level of Fraud

78% believe the threat level of fraud increased or significantly increased in the past year.





Real-World Examples

- » Credential stuffing
- » Deep fake
- » Removing security layers
- » Call spoofing
- » Website impersonation



5 Security Principles for Payments

- » Principle of Least Privilege
- » Control & Dual Controls
- » Encryption & Control of Keys
- » Challenge & Verify
- » Speed Matters



A Multi-Layered Security Approach Is Essential

Executive Summary

- » In the context of security layers, organizations must include both proactive and reactive capabilities:
- Structure and design
 - People and services
 - Technology and continual strengthening

