

# Barclays Corporate cyber security strategy

Protecting our clients against the current threats



September 2017

# What's happening...

- Just as the digital age is opening up growth opportunities for companies across the globe, it is also presenting new ways for criminals to commit fraud
- Cybercriminals are employing ever-more sophisticated attack methods, which increasingly focus on corporate businesses:
  - Attacks can vary according to the type of business targeted
  - Criminals also quick to react to our responses
- Essential that banks invest to give clients peace of mind when it comes to safeguarding their finances
- ....and embrace a differentiated approach to cyber-security rather than just rolling out a 'one size fits all' solution

# INTRODUCING BARCLAYS' LAYERED SECURITY MODEL



## 1 EDUCATION AND AWARENESS



CYBER-SECURITY CLIENT SEMINARS  
AWARENESS TRAINING FOR ALL NEW CLIENTS  
MARKETING COLLATERAL

## 2 SECURE LOGIN

LAUNCH NEW, INNOVATIVE AND SECURE LOGIN DEVICES TO PROVIDE GREATER CHOICE TO CLIENTS. IMPROVE USABILITY WHILST COMBATING AGAINST THE LATEST THREATS:

- BARCLAYS BIOMETRIC READER
- NEW PIN PAD READER WITH BLUETOOTH AND A NEW ACTIVITY SCREEN
- MOBILE AUTHENTICATION



## 4 FRAUD MONITORING

NEW PASSIVE TOOLS MEANS WE CAN DETECT SUSPICIOUS BEHAVIOUR AND PREVENT FRAUD WITHOUT THE CRIMINALS KNOWING HOW WE DO THIS:

TOOLS TO DETECT ONLINE TROJANS/MALWARE

TOOLS TO DETECT A REMOTE ACCESS ATTACK BASED UPON BEHAVIOURAL BIOMETRICS



## 3 ONLINE BANKING CONTROLS

PROVIDE THE RIGHT ACCESS LEVELS AND PERMISSIONS TO THE RIGHT PEOPLE:

MULTIPLE APPROVAL LEVELS

ROLE ASSIGNED PAYMENT LIMITS



## 5 FRAUD PAYMENTS PROFILING

NEW BACK END TOOL BUILDS A USER AND RISK BASED PROFILE FOR ALL OUR CLIENTS:

MONITORS OUTBOUND PAYMENT TRAFFIC

LOOKS FOR UNUSUAL OR SUSPICIOUS PAYMENTS

ALLOWS US TO VERIFY WITH OUR CLIENT IF THE PAYMENT IS GENUINE OR NOT



## 6 RECOVERY

EFFECTIVE INTERNAL RECOVERY DEPARTMENT

ALL BANKS WORK COLLABORATIVELY ON THIS WITH 24X7 CONTACTS



# Barclays Biometric Reader (BBR)

- <http://www.media.barclays.co.uk/video/?id=168007-2864452>
- A 'first of its kind' in both the Financial Industry and the global market
- Combines high security with high usability
- Best biometric technology for our use case
- Mitigates against trojan/malware fraud through PIN capture
- Mitigates against internal fraud and open audit issues around PIN sharing
- Designed to work alongside other banks' security solutions
- Barclays does not hold our clients' biometric data

## BBR launch timeline

Soft launch:

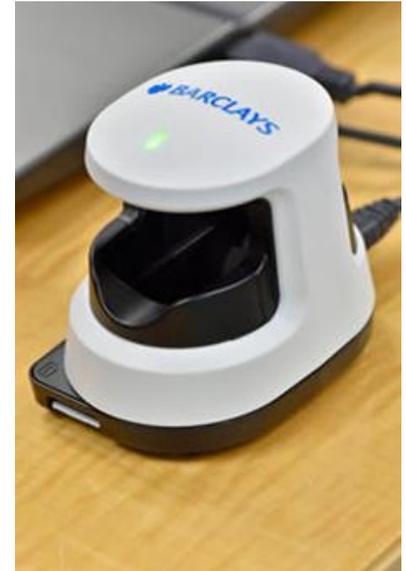
- Tranche A – 24 clients / 151 users. October 2016
- Tranche B – 11 clients / 41 users. November 2016
- Over 11k logins and 18k payments approved

Controlled launch:

- From January 2017 to June 2017 – 60 clients / 200 users

Full launch:

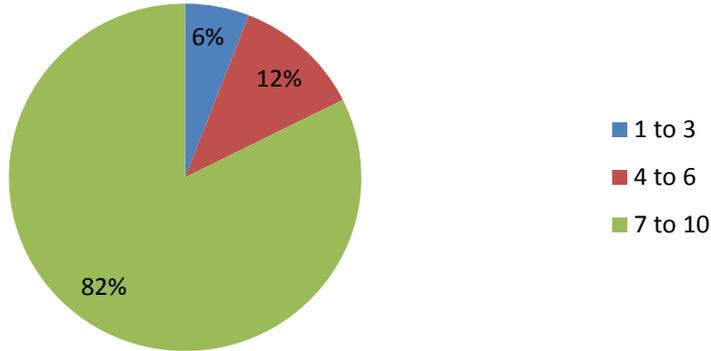
- June 2017 with over 200 clients / 1000 users and counting



# Overview of feedback from initial launch

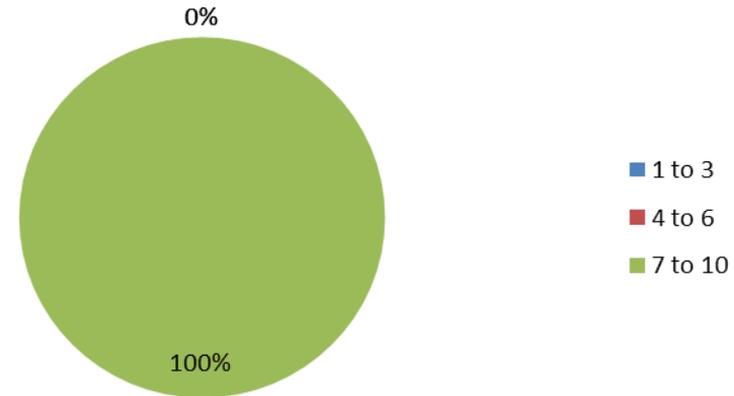
## Ease of Installation of BBR Software

1 - very hard; 10 - very easy



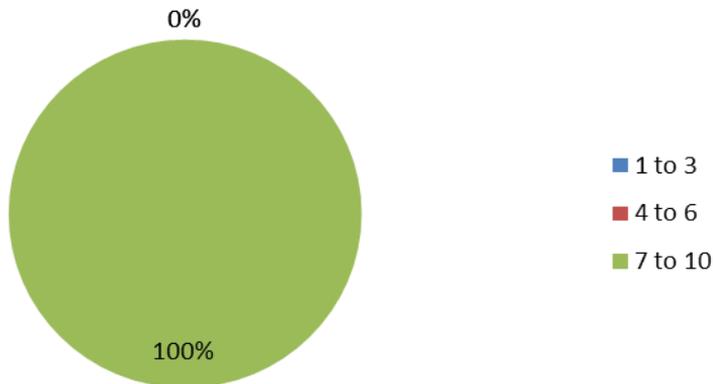
## Ease of Finger Enrolment Process

1 - very hard; 10 - very easy

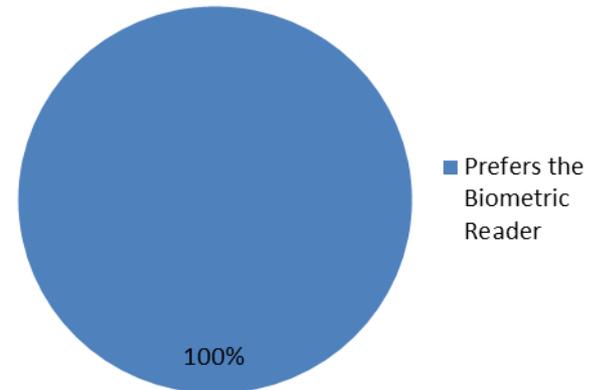


## Ease of daily usage of BBR

1 - very hard ; 10 - very easy



## 100% of clients prefer the Biometric reader



## What next? Introducing the BBR v2

- Barclays have worked with Hitachi to develop and launch the next generation BBR
- Designed specifically to meet the demands of our clients:
  - Wireless
  - Smaller
  - Portable
- ...and designed to combat against the latest fraud attacks, specifically ‘screen overlay’ trojan attacks
  - ‘Sign what you see’ (SWYS) activity screen
  - Provides an additional verification layer for end users
  - A PC can easily become compromised but not the security device

