

BANK FRAUD PREVENTION

Banco Mercantil do Brasil adopts Diebold Anti-Fraud Solution for Internet Banking Security

CUSTOMER

MERCANTIL
DO BRASIL



LOCATION

Belo Horizonte, Brazil

“Diebold AFS has met our expectations and has given us peace of mind in relation to combating fraud on the Internet banking channel. The gains in efficiency were immense.”

— Lauro Wilson, Executive Director for Technology, Infrastructure and Customer Intelligence of Banco Mercantil do Brasil

“Internet banking in Brazil is one of the most advanced in the world, but Brazilian banks only allow so many web transactions because we have the technology capable of protecting our customers. Without the protection we wouldn’t have advanced so much in the channel.”

— João Abud Jr., President of Diebold Brazil

As the seventh-largest bank in bank deposit totals in all of Brazil, Banco Mercantil do Brasil required better protection for their 1.7 million Internet banking users. Brazil ranks second in the list of countries attacked most frequently by hackers and cyber-attacks. To avoid banking fraud, Banco Mercantil do Brasil adopted the Diebold Anti-Fraud technology to better secure users’ passwords and document numbers.



In 2013, Mercantil do Brasil celebrated its 70th anniversary of foundation, a non-stop story of evolution, proud of its established principles and tradition. Always focusing on the future, the bank continued with the implementation of its strategic plan, especially the payments of social security benefits in Minas Gerais and São Paulo, two of the main states of the country. To explore such profitable segments, Mercantil do Brasil carried out significant investments in opening new branches, as well as in the cutting edge technology, reaching the state of the art position in Brazil among the competitors. As a result, there was a relevant growth of its client base, with an impressive average monthly increase of 20,000 new account holders. The total client base is currently over 2 MM. Total assets reached R\$ 13.3 BB, with a R\$ 9.12 BB credit portfolio (+7% YoY).

Diebold Anti-Fraud was selected by Banco Mercantil do Brasil for a number of reasons. First, for its market leadership. Second, its effectiveness. And third, its affordability — the solution paid for itself in less than a year. Lauro Wilson, executive director for technology, infrastructure and customer intelligence of Banco Mercantil do Brasil, stated that Diebold Anti-Fraud’s benchmarking with other banks verified the adherence of the product, making Diebold, through its acquisition of GAS Tecnologia, their strategic banking partner against banking fraud.

To assist in customer differential, it was imperative to have guaranteed security while customers continue to increase the number of electronic transactions. The variety of banking options allows for better customer service and more convenience to customers.

With this growth, Diebold Anti-Fraud is utilized to prevent any suspicious activity on users’ computers every time they access Internet banking. The Diebold Anti-Fraud technology protects over 70% of the Internet banking transactions in Brazil by extending the bank’s security policy to the user’s computer at the moment the customer accesses the services. In addition, the implementation of Diebold Anti-Fraud is fast and requires minimum alterations to the code — making the transition to this solution painless to back-end technicians.



To ensure the safety of data, Internet banking in Brazil requires one of the most advanced technologies in the world — Diebold Anti-Fraud. Without its protection, the banking capabilities of Brazil would be unable to allow so many web transactions.