

Compromised Card Solution

Features

Are you frequently dealing with compromised cards? Do you identify the accounts involved, send letters, reissue cards, and send PIN mailers in a manual inefficient way? Our Compromised Card Solution handles these for you by:

- Automating the process of identifying the card records and accounts received in a CAMS Alert file.
- Creating an edit report of all good status, non-expired cards for you to review for accuracy and exceptions prior to running the process in an update mode.
- Automating the letter generation process, set up for direct printing to a credit union laser printer or through a mail-merge file sent to a laser house.
- Automating the process of blocking the compromised cards after a specified delay. This includes updating Spectrum, your ATM network vendor and/or ATM controller negative files.

Our Compromised Card Solution is built around our powerful Cardbase Conversion Utility. This utility accesses the old compromised card record and then creates a new card record with a new primary account number (PAN), new expiration date, and a PIN offset that allows the PIN to remain the same.

Keeping the same PIN saves the cost of PIN mailers (often saves more than the cost of this product) and reduces potential fraud by not sending PIN mailers. Cards can be used sooner as the member does not have to wait for the PIN mailer to show up 2-3 days after the new card. Improves member service by allowing the member to continue to use their existing PIN. Reduces branch traffic for card rePINs.

Some credit unions still utilize the same primary account number (PAN) for all cards of a certain type on an account. If you have this situation and want to move away from this design in an automated way, we have a solution.

The Cardbase Conversion Utility has the ability to create unique PANs for all cards within an account, even if they are not currently unique. This works with separate records for each card or when a single record contains the names for two card holders. In this secondary case we can do one of two things:

- Create two new card records with unique PANs
- Create a single new card record for the secondary name card holder and keep the primary cardholder record in place.

Problem Solved

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