# IACA 2017 Conference

## ITS Session - Keep Your Technology Ship Shape

pcc

a subsidiary of gcr

May 24th ,2017

# Agenda

1. Introductions & About Us
2. Credit Charge Back
3. Digital Mailbox
4. Identity Verification and Authorization
5. PCI Compliance
6. Q&A

# INTRODUCTIONS

## IACA ATTENDEES

## PCC ATTENDEES

- Anand Balasubramanian
- Vishal Hanjan

# Problem Statement

Credit card chargebacks due to unauthorized online credit card use cause the office unnecessary additional work.

***We asked the Georgia Secretary of State's office…***

***…How common is it?***

There are approximately 80 chargebacks every month and the majority are for business formations with an $250.00 expedite request.*

***…How much money is involved?***

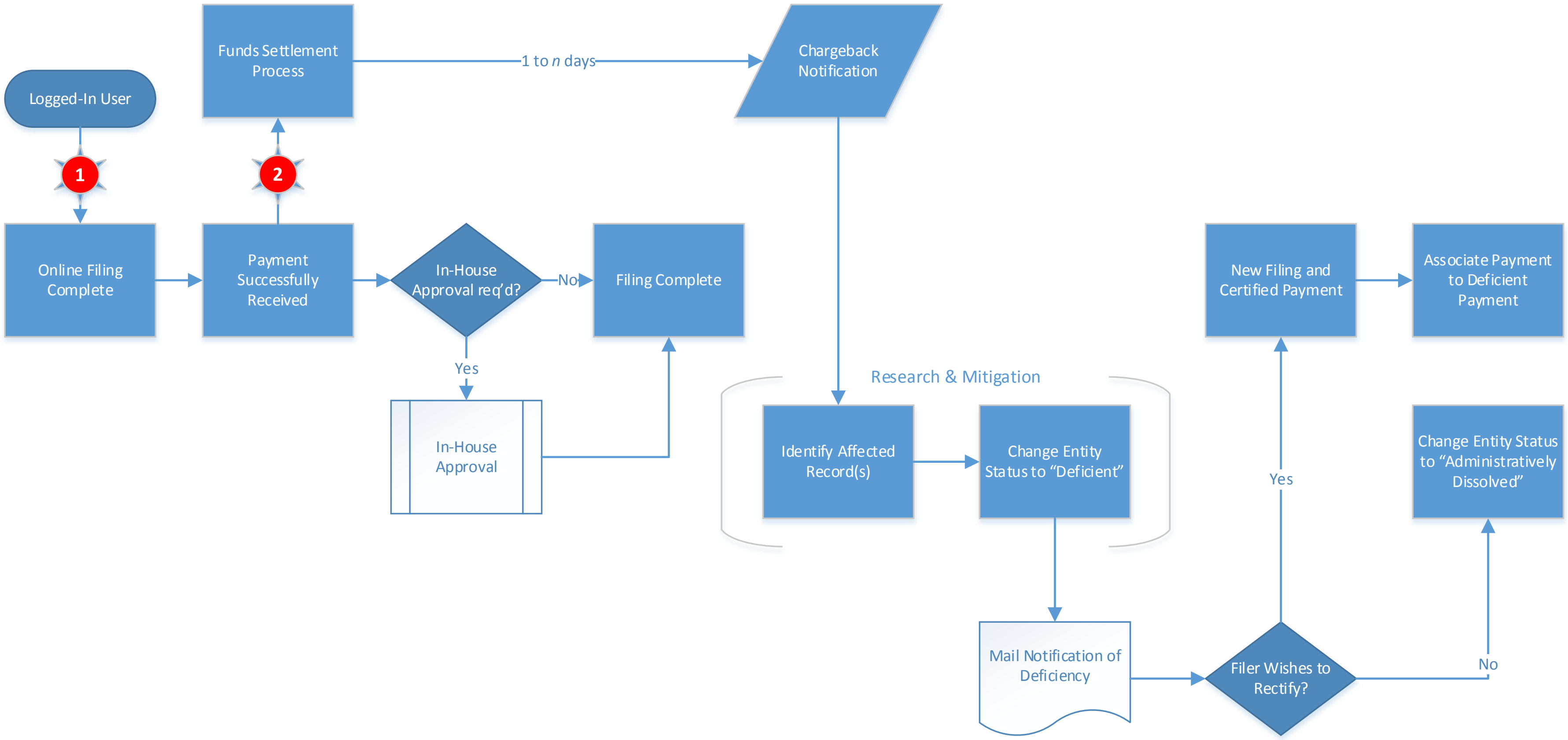
(Filing fee + expedite fee) * 80 chargebacks/ week = ~$28,000/month = ~$336,000/year*

*Reference case provided by GA SOS. Statistics may vary for other states.

# Business Impact

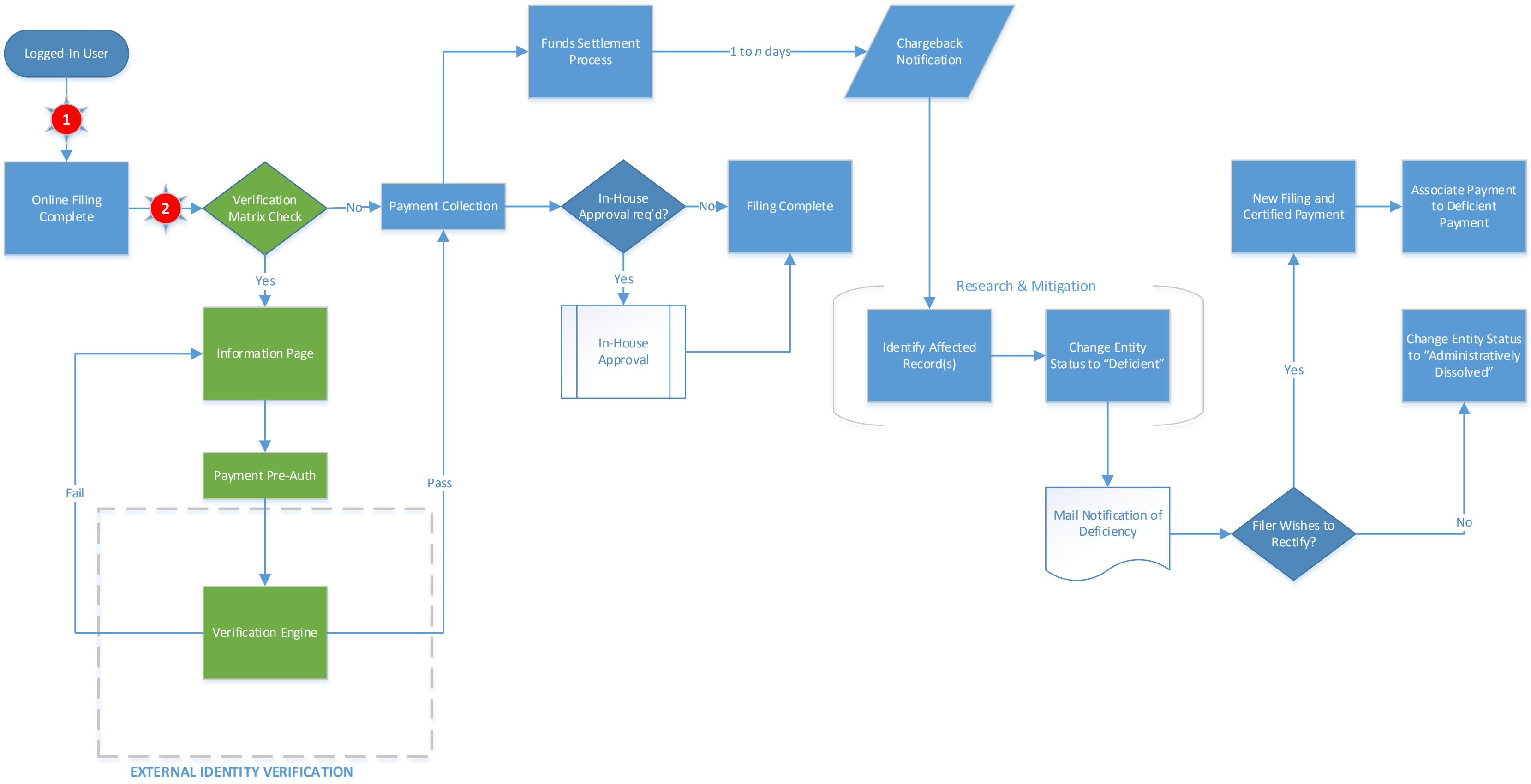
1. Added cost to the agency
2. Affects data integrity of filings and certificates
3. Full-time equivalent of one agency staff working to research the charge backs
4. Financial re-reconciliation adds time spent by the accounting staff to adjust the credit card charge backs
5. Time spent by the division staff to void the filling, pull down from public viewing, and notify the filer

# Current Process



Logged-In User
1
Funds Settlement Process
2
1 to *n* days
Chargeback Notification
Online Filing Complete
Payment Successfully Received
In-House Approval req'd?
No
Filing Complete
Yes
In-House Approval
Research & Mitigation
Identify Affected Record(s)
Change Entity Status to "Deficient"
Mail Notification of Deficiency
Filer Wishes to Rectify?
Yes
New Filing and Certified Payment
Associate Payment to Deficient Payment
No
Change Entity Status to "Administratively Dissolved"

# Proposed Process



# Benefits

1. Rapidly verify payor identity and segment good transactions
2. Protects the data integrity
3. Save agency staff time, resources and cost dedicated to process chargebacks
4. Reduce chargebacks and/or associated bill-back risks of fraudulent filings
5. Verifies account ownership early in the overall process
6. Uses minimal customer data to perform verifications
    1. Example: Using the last 4-6 digits of customer card number and full address
7. Provides potential fraud alerts to agency staff for declined transactions

# User Identity Quick Thoughts

Verify the identity of the person associated to each account that they are who they say they are.

1. Understand the user who creates the account.
2. Authorize the identity of the user
3. Information collected to verify user's identity can be:
    1. First Name
    2. Last Name
    3. Address
    4. Mobile phone number
    5. Email address

# What is Digital Mailbox?

The digital mailbox is a software component that allows for guaranteed delivery of official correspondence, receipts, notices, and reminders from your corporations, UCC and/or any integrated systems. The digital mail service enables jurisdictions desire to interact with their customers directly and digitally.

1. Light weight mobile app with a signature pad.
2. 100% secure
3. Cloud-based SaaS solution
4. Easy management of groups to facilitate communication across distinct customer segments
5. Digital mailbox was designed as an electronic tool to differentiate important interactions from standard email or social media communication.

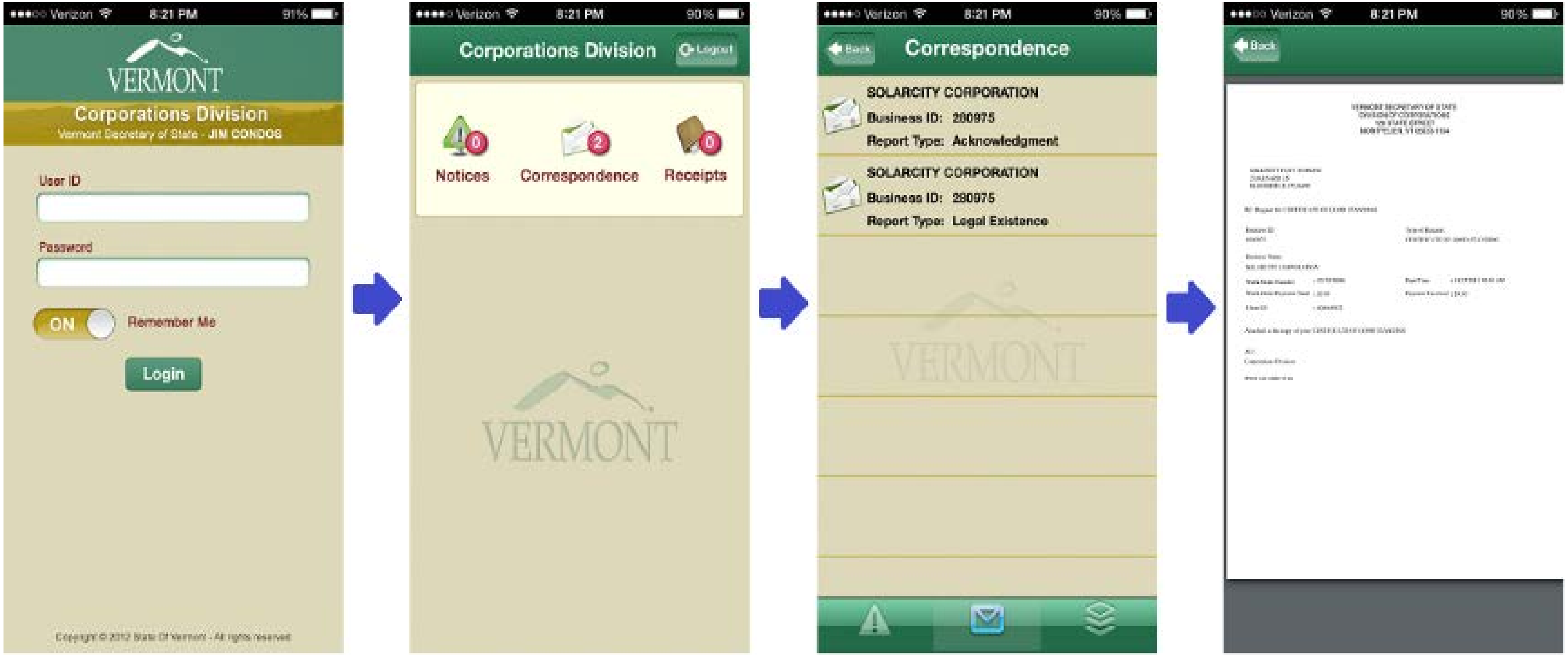
# Why Digital Mailbox?

1. Emails are susceptible to SPAM, Viruses and Phishing
2. Emails can get “lost in the ether”
3. Email reminders get lost with other priority communications
4. Searching for documents is difficult within emails
5. Email is not a secure place to store confidential business documents in perpetuity
6. All documents are not categorized and stored in a single location
7. Lack of real-time alerts and notification

# Benefits of Digital Mailbox

1. Augments email communication
2. Effective replacement of snail mail delivery that includes guaranteed delivery and archival capability
3. Private and personalized communication for individual customers
4. Targeted communication to sub-segments of your customer base
5. SMS / SNS notification and access to messages
6. Support for customer preference communication

# Sample Screens



SOLARCITY CORPORATION
Business ID: 280975
Report Type: Acknowledgment

SOLARCITY CORPORATION
Business ID: 280975
Report Type: Legal Existence

VERMONT SECRETARY OF STATE
DIVISION OF CORPORATIONS
128 STATE STREET
MONTPELIER, VT 05633-1104

# PCI Compliance

1. Build and maintain a secure network with firewall
2. Protect cardholder data with strong encryption at rest and during transmission
   1. Keep the bare minimum, i.e. last 4 digits
3. Maintain vulnerability management with continuous application scans and remediation procedures
4. Deploy anti-virus software on all systems commonly affected by malicious software and ensure that all anti-virus mechanisms are current, actively running, and generating audit logs.
5. OS, firewall firmware and other connected appliance are current on patches
6. Implement a strict access control policy to the gateway information
7. Make a routine to review and evaluate Card Brand Compliance Programs

# Q & A

## Thank You!