

Say “yes” with confidence
Seamlessly respond to digital
identity risk while staying focused
on the customer experience.





Accelerate the identification of valuable customers and prevent fraud with a multi-layered, risk-mitigation approach

With the rise of digital transformations, the insurance environment has changed more in the last decade than in the decades prior. Now, insurers must keep up with advances in technology, meet evolving consumer expectations and navigate new distribution channels, all while defending themselves and their customers from cybercriminals and fraudsters. Additionally, carriers are challenged to provide a quality customer experience while adding the right amount of friction to prevent fraud. Today's "post-breach" world means insurance carriers can no longer rely on legacy approaches to ensure data security.

At LexisNexis® Risk Solutions, we use the power of data and advanced analytics to help insurers make better, timelier decisions in a world filled with hidden risks. Effective risk management begins the moment a proposed insured appears on your radar—online or offline. Are there discrepancies on the application? Do all the components fit together? Is the proposed insured even a real person? Insurers need more sophisticated, layered approaches to dealing with these types of challenges.

An effective Identity Access Management (IAM) program is key to managing digital identity risk, combatting cyber fraud and balancing both customer expectations and experiences. The LexisNexis® ID Compass Platform provides identity verification, authentication, and risk management. With access to accurate data at the right time, carriers can say "yes" with confidence, and fast track the right transactions for an improved customer experience.

Identity Access Management Products

LexisNexis® ThreatMetrix® leverages unique ThreatMetrix ID™ technology to connect the dots between the myriad pieces of information an individual creates as he or she transacts online, then develops a unique digital identifier for that individual—allowing you to recognize good, returning customers and prevent account takeover. By bringing digital identity intelligence to life, the solution helps carriers elevate fraud and identification decisions from a device to a user level, while uniting offline behavior with online intelligence. With deep insight into 1.4 billion anonymized user identities, ThreatMetrix ID delivers the intelligence behind 75 million daily authentication and trust decisions to differentiate legitimate customers from fraudsters in real time. Customers report a 60-90% reduction in online fraud and 70% reduction in interdiction rates.

^Based on customer data



Identity Fraud Stats

49¹ Million consumers were the victims of identity fraud in 2020

Fraud losses grew 15 percent in 2019 to

\$16.9 billion²

¹ Source: <https://www.cnb.com/2021/03/23/consumers-lost-56-billion-dollars-to-identity-fraud-last-year.html>

² Source: The 2020 Identity Fraud Report, Javelin Strategy & Research

LexisNexis® Emailage® reimagines fraud detection by using email intelligence as a core risk identifier, bringing together physical data, digital data and dynamic fraud signals to create a holistic view of who is really behind a transaction. By returning overall risk and confidence scores, along with metadata points such as email and domain details and other personally identifiable information (PII), Emailage helps you better identify cybercriminals, prevent fraudulent transactions and provide a positive, frictionless experience to trusted customers.

LexisNexis® InstantID® combs through billions of public records to instantly verify consumer identities, spot potential fraud and identify theft, and automatically flag discrepancies in applications. By combining verification, validation and risk detection processes, InstantID delivers the reliable information carriers need to help reduce errors, processing time and fraudulent activity. Identity verification through InstantID allows you to better manage identity-related expenses, make more informed workflow management decisions and ensure application accuracy.

LexisNexis® Phone Finder combines authoritative phone data and extensive dynamic phone metadata with one of the industry's largest repository of identity information to deliver relevant, rank-ordered connections between phones and identities.

Along with high quality metadata such as line type, carrier details, active status, Porting and Spoofing, Phone Finder returns configurable risk indicators that can be completely customized to business-specific risk thresholds to further streamline key decisioning process and authentication workflows.

LexisNexis® One-Time Password offers a time-sensitive, unique random passcode via SMS message, email or voice call and is ideal for companies that are interested in providing a multi-factor authentication solution for their customers. No hardware (electronic fob, etc.) other than the user's existing phone or personal computer is required. This easy-to-use, easy-to-implement solution for authenticating remote users can be implemented with minimum disruption and cost, while at the same time protecting your system against identity theft, weak passwords, password reuse and session-based attacks.

LexisNexis® InstantID® Q&A is a real-time, interactive knowledge-based tool that provides further verification that a customer is who he/she claims to be. Using more than 30 years of unique identifiers, InstantID Q&A generates a multiple-choice questionnaire based on robust data sources. This versatile authentication solution offers single sign-on for those organizations with large call centers. It can also be integrated into your system to be used online, in-person and via a mobile phone.

Insurance carriers need a *multi-layered solution in place* across a wide variety of access points to provide appropriate protection for their businesses and their customers.



LexisNexis® ThreatMetrix®
Near real-time analysis of millions of transactions across billions of devices



LexisNexis® Emailage®
Digital insights with email at the core



LexisNexis® InstantID®
Instant and complete identity verification



LexisNexis® Phone Finder
Relevant, rank ordered-connections between phones and identities



LexisNexis® One-Time Password
Easy-to-use authentication code sent to a device in the consumer's possession



LexisNexis® InstantID® Q&A
Additional layer of interactive, knowledge-based authentication

Say Yes with Confidence

For more information, call 800.869.0751



Insurance

About LexisNexis Risk Solutions

LexisNexis® Risk Solutions harnesses the power of data and advanced analytics to provide insights that help businesses and governmental entities reduce risk and improve decisions to benefit people around the globe. We provide data and technology solutions for a wide range of industries including insurance, financial services, healthcare and government. Headquartered in metro Atlanta, Georgia, we have offices throughout the world and are part of RELX (LSE: REL/NYSE: RELX), a global provider of information-based analytics and decision tools for professional and business customers. For more information, please visit www.risk.lexisnexis.com and www.relx.com.

The InstantID®, InstantID® Q&A, Phone Finder, One-Time Password, Emailage and ThreatMetrix® services are not provided by “consumer reporting agencies,” as that term is defined in the Fair Credit Reporting Act (15 U.S.C. § 1681, et seq.) (“FCRA”) and do not constitute “consumer reports,” as that term is defined in the FCRA. Accordingly, the InstantID, InstantID Q&A, Phone Finder, One Time Password, and ThreatMetrix services may not be used in whole or in part as a factor in determining eligibility for credit, insurance, employment or another purpose in connection with which a consumer report may be used under the FCRA. Due to the nature of the origin of public record information, the public records and commercially available data sources used in reports may contain errors. LexisNexis and the Knowledge Burst logo are registered trademarks of RELX Inc., used under license. InstantID is a registered trademark of LexisNexis Risk Solutions FL Inc. ThreatMetrix is a registered trademark of ThreatMetrix, Inc. ThreatMetrix ID is a trademark of ThreatMetrix, Inc. Copyright © 2021 LexisNexis Risk Solutions. All rights reserved. NXR15130-00-0921-EN-US