



**DEFENSESTORM**



**Gesa**

## PROFILE

- Second largest credit union in Washington state
- More than 285,000 members worldwide
- 729 employees
- Approximately \$5.5B in assets

## CHALLENGE

An August 2019 merger with Inspirus Credit Union created opportunity for cybercriminals to take advantage of the transition. The new systems, members, and behaviors made the existing manual fraud investigations ineffective. Criminal transactions caused fraud losses and additional operating costs to recover funds.

## SOLUTION

### FRAUD DETECTION

## IMPACT

- **Stopped fraud on over 30 accounts** in first three months (one involving \$12,000 in person-to-person (P2P) payments).
- Implemented **Automated alerts** on unusual online access from high-risk countries and multiple domestic locations simultaneously.
- Detects email address updates to unusual domains and transactions with high-risk financial institutions.