

An initiative of

SMA e- Experts Pvt. Ltd. www.smaindia.co.in

FROM THE CMD'S DESK



K. SANJEEB PATRA

"Business people need to understand the psychology of risk more than the mathematics of risk."

— Paul Gibbons

Past couple of years has been overwhelming for the Indian market and has been a hub for emerging economies and I feel lucky to be a part of this era. Our country is full of entrepreneurial enthusiasm. This growing economy as a rapid pace has brought along with it an array of risks to be countered. For nearly a decade we have served in the sector of Risk Management .When you are into risk management business you have to be tactical about which road to take, which turn to turn around. Where to stop, and think twice. SMA has an admirable track record, a solid experience and a proven strength on delivery norms across its full spectrum of services. It was established in 2006 to be a market leader in the field of risk management and amongst EBGC companies. With this Mission in our minds, we are proud to say that our management has ideally proved itself by providing client based services covering PAN India. We have stood tall among all odds and evens while learning from our past mistakes and maintain decorum on TAT and services.

Ours is a young company in years and attitude, but I am more enamored in saying that we built this company on three troths – 'idea', 'service' and 'value'. Our managers use the most promising and latest techniques and are constantly motivated or encouraged to develop new thoughts and services.

"We want to drive the market but not be driven by it".

From Editor's Desk.

n the other incial 4 % o the esses,

India has seen a tectonic shift in the economy as compared to other world economies in the last financial year. The economy grew by 7.4 % which is higher as compared to the past years. The new sets of businesses, entrepreneurs & corporate entering into the Indian markets have also lead to augmentation of new sets of business risks involving both financial risks and Organisational risks.

ness risks involving both financial risks and Organisational risks.

Financial risks are quantifiable but few risks involving Human resource CS SUNITA MOHANTY

financial risks are quantifiable but few risks involving Human resource and Cyber crimes cannot be immediately quantifiable. The impairment c these risks are not easy to identify.

Here insight of risk management is an utter necessity to safeguard the organisation and its personnel from the dispersed risks prevailing in the market. We are not unaware of the cyber crimes and corporate espionage hovering around in the markets which have been witnessed in the past few years. We here are try to put together a approach to create a risk free environment, Even if not a risk free environment but putting our best efforts to educate the people about the different kinds of risks persisting around us.

Our country has welcomed the new business models with warmth and open arms which have

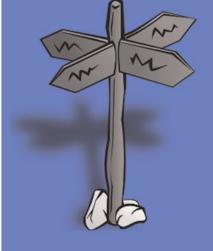


The competition being so tough in the market has pushed the corporate to adopt unethical ways to turn around their profits. Crimes like Identity thefts, Skimming, Phishing, Spyware & Social engineering have been few of those techniques whose advantage are been taken. These hinder the growth of the organisation & often dampen the trust of the

ately quantifiable. The impairment caused due to stakeholders when an organisation is not able to these risks are not easy to identify. safeguard its data integrity.

Corporate, financial institutions, nationalized banks are often defenceless to these cyber attacks. Our organisation has taken an initiative with a forward thinking to bring value in the form of very deep understanding of the risks involved with a unique perspective, helping organisation to reduce the risk & fraud in their day to day business.

No doubt it is a big challenge for implementing this idea in various organisations, but this innovative initiative, am sure will help the organisation tand general public at large to solve risk & fraud in a smooth way leveraging & adopting latest technologies.



RIS-Q-IN

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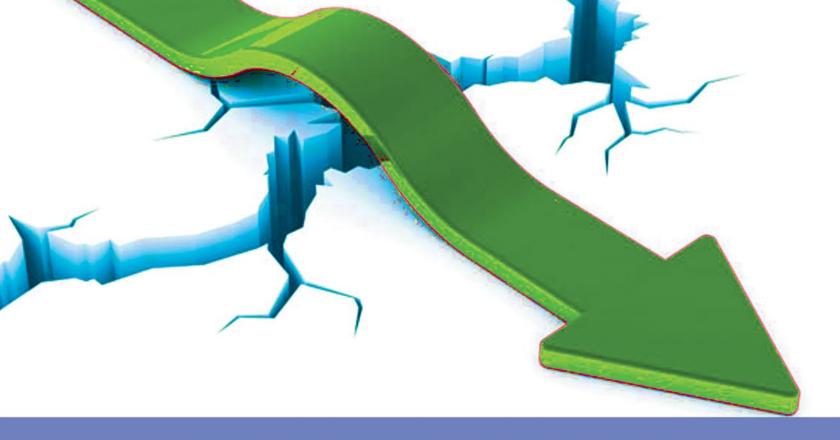
Inviting Contributors

Your advices, discussions and thoughts are welcomed.

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FRAUDS THAT YOU ARE MISSING OUT

The modernized technologies adopted by the financial institutions are making them exposed to cumulate vulnerable risk like phishing, identity theft, card skimming, vishing, viruses and Trojans, spyware and adware, social engineering. These risks are not looked upon on a day to day basis but these subsist in our day to day transactions hidden from the layman's eyes. It is important to stay forewarn on the frauds bustling around – or you may be the next target.

In this post- modern era majority of the banks in India offer mobile and online banking services. Many of us use these paraphernalia's for making transactions easy and smooth. These transactions are made through either credit cards or debit cards, and electronic channels like ATMs. Thereupon both the nationalized and private banks as well as other financial institutions are becoming increasingly assailable to sophisticated cyber attacks.

FRAUDS HAPPENING AROUND YOU

- 1. Insurance frauds
- 2. Cheque forgery
- 3. KYC
- 4. Fake currency
- 5. Identity theft
- 6. Corporate espionage
- 7. Hawala transaction
- 8. Ponzi schemes
- 9. Siphoning of funds
- 10. Advancing loans without adequate due diligence
- 11. Debit/ credit card fraud
- 12. Fake DEMAT accounts
- 13. Collusive frauds emanating kickbacks to employee of financial institutions.

STEPS TAKEN TO CHECK FRAUDS

Fraudsters were quickly establishing bank accounts using stolen and fake identities and funding them with prepaid cards. New detection strategies to identify the new fraud accounts and alert members and employees. The team quickly implemented a "CAPTCHA" (Completely Automated Program to Tell Computers and Humans Apart). To defeat the automated scripts plus sophisticated fraud algorithms to detect and block attack vectors from other devices and IPs.

TESTIMONIALS

Last Year, I got a chance to connect with the team of SMA-e-Experts Private Limited and was pretty astounded to see the huge portfolio they are holding up and the variety of vertices they operate in. When Mr. Sanjeeb shared his futuristic yet very appealing business plan with me I was impressed with the foresight, the perseverance and the passion with which he and his team are working. Nice Setup and great team work. I wish them all the best for the coming years.

Sayeekrishnan L Head Credit Operations TVS Credit Services Limited



NEWS

SMA Application

In a long run "if you want to stay in the market you have to meet the pace of the market. Change the market before it changes you". These are the golden words which were inculcated by the Directors of the company and the company lives by each and every word of it. It's the first company to launch an application for its Field investigators for case allocation through GPS system providing an ease of allocation and along with that it gives complete authenticity of the FE travel & helps in achieving the target which the company is best known for in TAT

Induction Programmes

Training is essential because technology is developing continuously and at a fast rate. Systems and practices get outdated soon due to new discoveries in technology, including technical, managerial and behavioural aspects Organisations that do not develop mechanisms to catch up with and use the growing technology soon become stale. The company is always with a view integrate the employees with the systems and processes in and across the organization for a better understanding. If there is no induction program, an employee is left on his own, to sink or swim in the new environment. As a result, he is either confused and takes a longer time to contribute or leaves the organization, frustrated and helpless. This is the key factors due to which the company has a very low employee turnover which is one of the reasons for company's success.

Extrinsic Training Programmes

Company appreciates external training programmes. For better understanding of clients needs and their requirements company arranges training programmes from Clients end for the field investigators and back office executives on regular basis. Few Training programmes held in past months have been reflected below:

- Training programme conducted by Kotak Mahindra Bank Limited. Trainer- Mr.Minaketan Behera (Credit Manager -Commercial Banking RCU).
- Training programme conducted by Tata Docomo Limited. Trainer- Mr. Narendra Kumar Chand (Assistant Manager-Welcome Process).
- Training Programme conducted by HDFC Bank Limited. Trainers – Mr. Ashwini Kumar Rout (Credit Manager-Commercial Vehicle Loan)
- Training conducted by HDFC Bank Limited. Trainer- Mr. Saugat Adhya (Deputy Manager).
- Training conducted by HDFC Bank Limited. Trainer Mr. Kalvan Mohanty

ACHIEVEMENTS

- 1. Registered with NASSCOM
- 2. ISO 2013.2008 registered
- 3. Co-operate Odisha Award
- 4. Insight success





































Payment Fraud On the Rise in India with Ecommerce Growth

lards for fake sales WS PAPER CLIPPINGS S. Tiacockerado S. Tiacock **NEWS PAPER CLIPPINGS**

withdrawing money for fake transactions

> Harsimran Julka @timesgroup.com

New Delhi: As more Indians step aptomake-online payments, there is aproliferation of psyment psteways land you 'instant' cash at just 1%, of management, as they failed to and mobile wallets, many of which the rate now being charged by most deliver products, when they ran

has over 30,000 ecommerce mer-chants registered with it.

"all Timtara's case, the whole pay-ments industry lost over Ecoreas dia through a credit card is the merchant failed to deliver the chargedatabout2.7%-2.8% month-ig which on an annualised com-founder of CitrusPay a payment pounded basis comes to about 40%. gateway Ecommerce portal Timta-Buta swipe at your own e-store will rashut down last year after arrests

card for cash model is also moving to the online world. "Some

The other ecommerce comreason behind

merest rates corter of payment transgramment per operang search or cash is wastern new become extremely management, state offerto of 1991 companies and male as the control of the same become extremely management. State offerto 1991 companies are made as the same become extremely management, state offerto 1991 companies and male as the same become extremely management. State offerto 1991 companies are made as the same become extremely management. State offerto 1991 companies are made of 1991 to 199

uct over \$10,000 which passes money to be loaded via a credit card into our mobile wallet. We also take at least 3 days to transfer money to through PayU's gateways now pass through these checks. Mumbai-based CitrusPay has al-

a bank account, to check fraudu so introduced checks where they ent transactions," said Sunil Kulcan detect whether a certain card is karni, deputy managing director at mobile wallet firm Oxigen Ser-vices (India) Pvt Ltd. About 71,000 doing transactions repeatedly. To get cash released from gates some merchants have started fak-ing proof of delivery courier recrore of transactions went panies accept dis-ital payments for products but in-stead used the To-Curb Take online sale Frances. ceipts. "If it's a new merchant, we call customers to check whether they have received the product," Gupta of CitrusPay added.

for takes sies cash to run oper payment gateways such as PayU According to RRI, there are about stown ations. They and Citrus Pay have launched de 19 crore credit card users in the and monte wanters, many of which a terratensive temperature by proceeding the first feet of cash accepted from buyers.

The illegal practice of swiping results service providers like

Citrus Pay and Pay Claim the low

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The illegal practice of swiping confirm Pay and Pay Claim the low

In the shoophole, that small time code for cash accepted from buyers.

The illegal practice of swiping confirm Pay and Pay Claim the low

In the shoophole, that small time code for cash is quite prevalent.

Citrus Pay and Pay Claim the low

Interest rates offered by payment trades have found about \$1.000 certs of the transactions. Went through its interest rates offered by payment trades placed on the trades and the trades

Monkey Business

THEY SWIPE credit card at their own e-store to get 'instant' cash

ABOUT SS BN worth of orline transactions are expected to happen this year AS THE ECOMMERCE Industry is growing, dayment patranys & mobile wallets have become more prone to such frauds

Relief for Customers In Credit Card Fraud

RBI rule says banks have to prove the customer has acted fraudulently

SANCITA MENTA ET 14

SCAPSAI

Customers will no image has to sprend inner o convicting hashers that their credit or debt candwar hashers of the banking regulary pats the responsibility on humbs to grove that the consumer has acted fraudulantly in the banks or grove that the consumer has acted fraudulantly in the past, the same on groving innocesses was on the customer have offend and or the customer have offend appried transactions shown on their credit card bills and declined his past This has resulted in heaks levying lade-purposed fraudulantly flower in the customer has been and Standard Board of India and Standard Board of India significant in the customer had susherized and was responsible to finder visitors that the customer had susherized and was responsed in the first the customer had susherized and was responsed in the first sufficient that the customer had susherized and was responsed to find and sufferied and was responsed to the customer had sufferied and was responsed to the customer had suchorized to the customer had such as the customer had such such a customer had such as the customer had been as the customer had such as the customer had been as the customer had been as the customer had been as the customer had such as the customer had been as the customer ha

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INSURANCE FRAUD

"THE TITANIC"

Conspiracies surround the sinking of "Titanic". Is it true that if the actual Titanic sank or if it was an explicit insurance fraud to save the White Star Line from bankruptcy. The conspiracy goes that the Titanic was swapped with the Olympic and then deliberately sunk that fateful night. Then, according to the conspiracy theorists, White Star planned to have the Californian standing nearby in the Ice fields to pick up the survivors. It's said that the SS Californian had no passengers when she set sail into the North Atlantic, just 3,000 jumpers and blankets. On that night the Californian misread and misjudged the position of the Titanic and was unable to get to her in time before she went down, taking the lives of over 1,500 passengers with her.

By sinking the ship the plan would have been to make money of course but did the company make money from the sinking of the Titanic? The company would have received a sum from the insurance company but they also would have paid a good deal of it out to the bereaved. Conspiracy theorists note several inconsistencies in the performance and construction of the "Titanic "that indicate the Titanic sinking was a case of swapped ships.

EMPLOYMENT FRAUD

"ANGANWADI"

Hundreds of anganwadi workers and assistants got their jobs in Rewa district using forged or fake documents. They admitted that the admission has brought under a cloud the process to recruit workers and assistants to more than 19,000 anganwadis and mini-anganwadis that were sanctioned to address perennial scourge of malnutrition. From forged std.-V mark sheets to fake divorce certificates to non-existent addresses to fake experience certificates, complaints were made against 300 workers and assistants.

SMA CREDITS

SMA-e-Experts Pvt. Ltd is one of the leading risk management Company, founded in 2005 with a vision to attain global leadership in the Field Investigation and Field Verification. The company is in Bhubaneswar, Odisha and now it has offices through PAN India presence. It stands tall because of its five values IDEA, SERVICE, VALUE, and TAT AND QUALITY.

SMA has spread its wings and currently operating in more than 12 states. It even takes up the cases allocated in remotely located areas. The Field Executives are so well groomed that the cases assigned are completed in TAT. The Company has not left any stoned unturned to achieve its goals. The Company is well guided by the highly experienced staff offering services such as background verification PAN India, Due Diligence, Contact Point Verification, Insurance Profile Checks, and Fraud Risk Management with 24 * 7 continual support. The credit is given to well train team for the driving success.

With the vision to grow its base company and penetrate its offices outside India by 2017. With the coming era of technology to match the pace with the increasing frauds and the demand for ease in services the Company has already launched an Mobile Application for its own employees and also is about to launch India's #1st Ever BGC application which can be used by anyone and anywhere. This application will help the general public, corporate sectors, even in retail business houses too.

With the Insight of Fraud genesis and aiming at spreading cognizance of Frauds in the market and getting hold of it company is spreading its roots.

Ex-Sohna MLA accused of realty fraud

Calum James N. 7 - E

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₹800-cr scam: CBI set to quiz 3 public sector bank officials

- 8

NW DLHE The Central Bureau of Investigation (CBD is set to quit three sentor officials of the public sector Mank of Mahambhra in its proba against that allegedly caused a 7400 crore loss to it by defaulting on a loan of an equal amount. The 2000 crore loan had allegedly counted as the company of the country of the count

THE FIRM, HOWEVER, ALLEGEDLY USED FIVE ASSOCIATE FIRMS TO DIVERT THE LOAN AMOUNT FOR NON-

as the intended beneficiaries'
— the drivers — claimed they
had no clue of the scheme, said
the source. CBI recently lodged a

the source. CBI recently lodged a case to probe the irregularities. "Certain bank officials, including those then posted in the asset recovery wing, had not done the due diligence and that is why the bage loan sum could be given without the necessary parameters being met," said the

questioned soon for information and clarifications, to determine their roles."

According to the source, the three officers had allegedly handled the loan-related transactions under the agency's scanner and two of them were earlier posted in Maharrashtra.

The agency will examine whether their role in the transactions had amounted to any misconduct.

actions had amounted to any misconduct.

"In most instances, even the registration documents were registration documents were allegedly not submitted to the bank wherevas in several other instances, old vehicles had been passed off as new," said the source. The CBI suspects that whiche registration documents were allegedly tampered.

WHAT IS CARD SKIMMING

Card skimming or card cloning involves using a card-skimming device to fraudulantly copy bank customer details stored on the magnetic strip on a debit or credit card. The customer and card information stolen with skimming devices is often used to manufacture duplicate (cloned) cards which criminals use to make fraudulent transactions on a victim's account

information may be stolen at or around ATMs

Criminals often collude with staff at retail out-lets such as waiters or cashiers. The perpetrators provide staff with hand-held skimming devices and reward them for skimming customers' cards.



A screengrab from a Byculla ATM security camera footage shows the suspect making a withdrawal.



Never give your card to someone at an ATM for any reason

Never let anyone assist you at an ATM, even if they appear to be a bank official or security personnel

Beware of people standing close to you when you are concluding transactions at an ATM

Ensure you hide your PIN when keying it into an ATM

Never use an ATM that looks tampered with or damaged

Always use an ATM in a well-lit area

If possible, use an ATM that is monitored by a CCTV camera.

THE ECONOMIC TIMES **M-Wallets**

Take Steps to

Curb Frauds NEWS PAPER CLIPPINGS



To ward off fraud, Paytm. is experimenting with facial recognition technology, MobiKwik has introduced card and device ID checks, while Oxigen Wallet has launched virtual cards powered

by Visa, reports Gulveen

A ₹1.85 lakh crore scam?

The inability of the Haryana government to implement a 15% profit clause in the Development and Regulation of Urban Areas Act, 1975, could have led to massive losses for the exchequer



India Inc lax in spotting fraud signals

Survey Finds Most Cos Don't Have Risk-Management Framework To Check Scams

PHONEY LIST

Corporate trauds reported in India Corporate thauds reported in India SEP 2005: INTEL INDIA INVISION IN INDIA INVISION IN INDIA INVISION IN INVISION

Fires about 1,500 employees for fake/falsified CVs. A couple of HR executives also sacked for alleged col-lusion with external agencies

FEB 2010: WIPRO (IIII IIII

MAR 2006: WIPRO HITTISSEED Ago, another company handling Chihank money, MsourcE, had

the account passwords of some Chibanik customers in New York, and transferred about \$425,000 (about \$2 cure of other innowy into dummy accounts in India. The investigations that followed revealed a small fact about Fernandes, which could have prevented this big crime. Seven months before being busted, Fernandes had been

The new homewill Gribbank was previously speciations of a Shivery land But five years an another company anomatis in land.

Shivery land But five years a speciation of the properties of the pr sSBFL but serviced Cibbrakre
tall customers worldwide.

Conspiring with our current and
former colleagues, she obtained
investigation services at Grant

Trust-induced stumber: P6

Trust-induced stumber: P6

Thornton India, who worked on the case, It was, in accounting and risk manage-ment parlance, a red flag — a portent of bigger,

RBI Moves to **Protect Victims** of Online Fraud

Cracking the Whip

Prepared by Banking Codes and Standards Board of India

reason for your card to leave your presence. If the person needs to use a different machine always accompany that person

Ensure that your card is not swapped for another card after

Monitor you bank statements for any unusual transactions

If married, reconcile your account transactions with your spouse

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FAKING IT TO MAKE IT TO DU

Forged documents, links to fake websites, fudged scores marks the admission racket that is reminiscent of the recent Vyapam scam in Madhya Pradesh; over 25 cases were exposed.

HOW THE GANG OPERATED

2011 The police busted massive fake admissio scandal in Ramjas Coll where over 40 admissi

were on the basis of fake

DBC certificates

Police found 11 users

Police found 12 users

admission using forged

admission using forged

cates. This included a student who supplit admission

in SRCC with a fake DBC

44,25%

2013 18 students were

expelled from Shaheed

Bhagat Singh College for

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Get in touch with the candidate or the parents and assure a seat in the college and course of their cheire

HOW DU VERIFIES

Cross-verify caste certificates with information on the issuing authority's websites, and with the district SDM

APPLICATIONS AT A GLANCE

3,332

Sends CDs of state results to all colleg

Bihar

Open School

the poten tial candidate, once the deal is

Prepare false docu-ments carry-ing fudged scores and fake seals for the can-didate

session.

12,705

Provide the link of a fake website of the respecthe respec-tive state board to evade detec-tion at docu-ments verifi-cation level

Juber confessed to having helped three candidates get admission into Sri Aurobindo College in the previous academic

A DELHI POLICE OFFICER, who is part of the investigating team

THE CASE EXPLAINED

WHAT IS BANK OF BARODA SCAM?

The case pertains to 59 current accounts at a Delhi-based branch, Ashok Vihar, of public sector Bank of Baroda bank (BoB) that allegedly sent illegal forex remittances worth ₹6,000 crore abroad, to Hong Kong and Dubai. The transactions, whose frequency and quantum were found to be unusual, occurred during August 2014 to July 2015. The allegedly unusual remittances were detected in an internal bank audit.

HOW DID THE **ACCUSED BENEFIT?**

The case was not of black money stashed abroad but of trade-based money laundering where exporters and importers gain duty drawback (incentive/ refund) and save customs duty by over-invoicing and underinvoicing, respectively. One trader who was arrested by the Enforcement Directorate on Tuesday had alleged earned ₹15 crore in duty drawbacks within a time period of six-seven months.

More banks under CBI lens for BoB-like scam

tances were sent from one of accounts to over 350 accounts in Hong Kong and Dubai durunder the scanner in BoB were sent as part of a conspiracy to fraudulently access export incentives and lower import duties, via rigged receipts.

said a CBI source. "Transactions like the ones ersight on part of gatekeep- to the bank.

Abhishek Sharan 4713 A CBI OFFICIAL SAID 10 MORE PUBLIC SECTOR RANKS MAY HAVE CARRIED OUT SHADY FOREIGN TRANSACTIONS

> been detected in at least 10 other public-sector banks during our examination," said the source. "CBI is gathering details and records related to the BoB-like irregularities in such other PSU banks," he said. "Cases or Preliminary

Enquiries may be registered when required," said the The CBI had in December

last year submitted a charge sheet in the BoB case against two of its officials for allegedly causing a loss of ₹13.75 crore

QNet fraud case crosses ₹1,000cr figure, more than 5 lakh affected

CBI not to seek sanctions under CrPC in ₹6.000-crore BoB scam

Fresh FIR in ₹1,000cr realty fraud

Sanjay Yadav | TNN

Across State for Swindling ₹12 Cr

Express News Service

Chennai: The Anti-Corruption Bureau (ACB) of the Central Bureau of Investigation (CBI) sleuths on Tuesday arrested 11 bank officials, including two branch managers, from several pockets of the State for swinlling around ₹12 erore. The arrested officials were

expected to be produced before the special court for CBI cases on Wednesday. Karnataka In-dustrial Development Board (KIDB) opened two Fixed De-posits (FDs) worth ₹12 Crore and ₹13 crore respectively with the Punjab National Bank's (PNB) Sangakiri branch on Sep-

manager Rajakrishnan allegedly colluded with State Bank of India's Palayamkottai branch manager Laser Jayaprakash and several other officials to handle the FD of \$12 crore. Within 15 days of the deposit, the gang forged documents to show that KIDB transferred the funds to a specific account in SBI Palavamkottai branch. The request was processed as genuine by the PNB branch manager and the funds transferred to the said ac-

CBI Arrests 11 Bank Officials from

count moved, the gang withdrew it and shared it among themselves.

tember 17, 2011. PNB branch branch to release the matured amount ₹25 crore on September KIDB was then told that the

> ecount, as per its request.
>
> KIDB officials lodged a complaint with the vigilance wing of PNB to retrieve the money, which was transferred without their knowledge through the

collusion of bank officials.

FD was transferred to another

The complaint was handed over to the CBL which registered a case and arrested two branch managers and nine other bank officials from different pockets of Tamil Nadu, including San-The incident came to light when gakiri and Palayamkottai.v

NEW DELHI: Widening its probe into the sending illegal forex remittances worth ₹6,000 crore from a Bank of Baroda (BoB) branch, the central bureau of investigation is gathering evidence related to similar irregularities in 10 other pub-

its Delhi-based branch's 59 ing 2014-15. The remittances

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