

# Protect your business from Fraud



Businesses are increasingly becoming targets of fraud and cybercrime. We want to help all our customers to protect themselves against these attacks, by providing some practical advice when using Bank of Ireland's digital channels.

We have created a helpful checklist of Bank of Ireland Business On Line's tools available to help protect customers with the security of their online banking.

Checklist			✓
1	<b>Put a payment policy in place</b>	Ensure a payment policy is in place to standardise the procedures and governance across your business and staff and how they manage access to online systems and payment risk. The policy should be prescriptive and maximise the use of the tools available within the chosen channels. It is important to review this policy on a regular basis to account for internal and external changes, and to reflect current and emerging risks. All staff with access to digital channels should be required to familiarise themselves with the policy and attest to their compliance with it regularly.	
2	<b>Set daily control limits</b>	Set a daily control limit on the profile which is in line with your payment requirements. Always apply the lowest tolerable figure and review this regularly to ensure it remains relevant to your requirements. Where this figure needs to be raised, you may also consider availing of a temporary increase to cover a specific time period.	
3	<b>Ensure users have unique usernames</b>	Always ensure every user has their own unique username for logging on to Business On Line. This allows actions completed within the channel to be traced and makes who executed each action transparent.	
4	<b>Give users the minimum access necessary</b>	Always apply the minimum access necessary for each user to undertake their duties. Each user can be assigned to a unique user group and you can create multiple user groups with different 'tiers' of access. Be particularly selective about which employees are granted access to authorise payments, for example, only those employees of a supervisor or manager level.	
5	<b>Split responsibilities</b>	Split the responsibility to set up a transaction from the responsibility to authorise it, so that no one person can do both. This helps ensure that the information being entered and acted on is correct.	
6	<b>Add a '4-eye' checkpoint</b>	Require that two different people are needed to authorise payees and payments. This adds a '4-eye' checkpoint to confirm the accuracy and authenticity of each request, at each step in the payment journey.	

7	<b>Use authorisation limits</b>	Use the authorisation limits on Business On Line (also known as payment panels) to require that higher value payments are authorised by specific authorisers, or multiple authorisers.	
8	<b>Train your staff on threats</b>	Conduct regular training with your staff on the threats to your business, ensuring they are aware of the new and persistent risks and how they can occur inside and outside of the workplace.	
9	<b>Protect Your Business Technology</b>	<ul style="list-style-type: none"> <li>▶ Ensure you have up to date anti-virus software in place on your devices and schedule regular checks on your computer systems.</li> <li>▶ Always run your computer or network on the most up to date version of the operating system.</li> <li>▶ Apply security patches as soon as possible after they become available.</li> <li>▶ Back up your data.</li> <li>▶ Ensure you have a firewall enabled on your technology.</li> </ul>	
10	<b>Use BOI UK online fraud resources</b>	<p>Finally, we would encourage you to visit our dedicated fraud pages on our UK &amp; ROI websites regularly for details of trending scams, guidance on what to look out for and further tips on how to keep safe online.</p> <p>Please visit the following pages:</p> <p>Northern Ireland Great Britain customers Security and Fraud - Bank of Ireland UK <a href="https://www.bankofirelanduk.com/help-and-support/security-and-fraud/">https://www.bankofirelanduk.com/help-and-support/security-and-fraud/</a></p> <p>Republic of Ireland customers Security Zone - Bank of Ireland Group Website <a href="https://www.bankofireland.com/security-zone">https://www.bankofireland.com/security-zone</a></p>	