



# Financial crime

## COVID-19 – anticipating risk and emerging financial crime risk typologies



COVID-19 has created previously unthinkable consequences for our society. Widespread anxiety has necessitated changes in both individual and collective behaviour for all. Organised crime has been quick to respond, by mounting large scale orchestrated campaigns to defraud banking customers and have particularly focused on the elderly and vulnerable in our communities.

The financial sector has already begun to provide an unprecedented response but is struggling through various business continuity issues. Service demand is far outstripping supply as concerned customers inundate call centres, Financial Crime Risk (FCR) typologies change every hour, and operational resilience becomes paramount. KPMG in India is with you to address these high-impact-low-occurrence (HILO) issues, and to help ensure that your business can be resumed as quickly as possible once the threat recedes.

### How we can help?

KPMG has a number of tools, methods and frameworks to help banks identify and mitigate the risks which COVID-19 exposes them to.



#### FCR operations

KPMG has proven technology and teams, including FCR specialists that can work on the volume of alerts contained in the backlog, and help streamline your alert handling strategies, remotely, at your offices or our existing 'clean room' facilities, without compromising quality and your ability to mitigate compliance risks. We have proven capabilities on taking over existing FCR operations (including teams) from clients and managing them across geographies



#### COVID-19 typologies

Significant rise in new FCR typologies, particularly related to the registration of large numbers of 'COVID' internet domains. KPMG FCR analytics specialists can help to rapidly review current detection scenarios for each product area/channel, and utilise data analytics to suggest rules that align to new COVID-19 scams as they emerge



#### COVID-19 process integrity

KPMG can work with you to mount a holistic response to the COVID-19 business environment that involves a quick assessment of the policy framework for regulatory compliance, internal and external training and implementation of relevant tools and awareness initiatives, testing their control effectiveness and operational resilience responses. This will help ensure that, controls are strengthened to mitigate FCR related emerging risks and it eases out bandwidth challenges



#### Advanced technology solutions

KPMG is a leader in the market in relation to the deployment of machine learning, analytics, bots and automation technologies. With the evolving FCRs, existing controls and frameworks would need modifications at scale to not only target vulnerable processes in legacy FCR systems, but also be prepared to address the new sets of requirements coming in from regulators and managements. KPMG can bring in its technology solutions, proprietary and with global alliances, to address the new normal



#### Operational resilience

Operational teams are coming under great pressure with team members having to self-isolate and business continuity plans being tested to their limits. Maintaining customer contact and team productivity for FCR is vital not only to mitigate the risk, but also to protect vulnerable customers and provide reassurance. KPMG has demonstrated capability on managing FCR risks for clients during this crisis, maintaining business as usual levels of team performance and can offer a number of ways to augment your capability in this area, including the use of virtual teams



#### Data driven impacts and modelling

During this time of increased demand, reduction in capacity and increasing FCR losses, it is more important than ever to understand how to balance those competing factors whilst continuing to protect your customers. KPMG has a dedicated financial crime analytics team who can deliver rapid insights into the changing FCRs, scoring effectiveness, false positives and how that drives demand into the call centre, including the creation of management information to drive real time decisioning around demand and capacity.

## Why KPMG?

KPMG has the skills, knowledge and agility to meet your needs. Dedicated FCR specialists in India have the coverage and speed you need to respond to fraudsters as new typologies are developed rapidly. This is a challenging time for all: our customers, our colleagues and particularly those more vulnerable in our communities. Specialists can help swiftly navigate challenges.



Our  
people are  
subject  
matter experts

- Capability to remotely deploy FCR specialists that have in-depth, practical experience
- Multi-skilled group of FCR SMEs along with deep experience in data analytics and automation
- Experience with multiple clients helps better manage the current crisis.



Our  
approach

- The emphasis is on delivering high quality outcomes within a shortest possible timeframe
- Leverage tried and tested methods to rapidly deliver results
- KPMG anticipates support dependencies ahead of time to minimise delays.

**Experienced FCR specialists can understand your concerns and support you in the protection of your customers and your fight against FCR.** Please contact us if you wish to discuss anything regarding FCR infrastructure, emerging threats or for information on how we may assist during this challenging time.

**Vijay Chawla**  
Partner and Head  
Risk Advisory  
T: +91 80 6833 5509  
E: vschawla@kpmg.com

**Jagvinder S. Brar**  
Partner and Head  
Forensic Services  
T: +91 124 336 9469  
E: jsbrar@kpmg.com

**Suveer Khanna**  
Partner  
Forensic Services  
T: +91 22 3090 2540  
E: skhanna@kpmg.com

[home.kpmg/in](https://home.kpmg/in)

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KPMG Assurance and Consulting Services LLP, Lodha Excelus, Apollo Mills Compound, NM Joshi Marg, Mahalaxmi, Mumbai - 400 011 Phone: +91 22 3989 6000, Fax: +91 22 3983 6000.

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