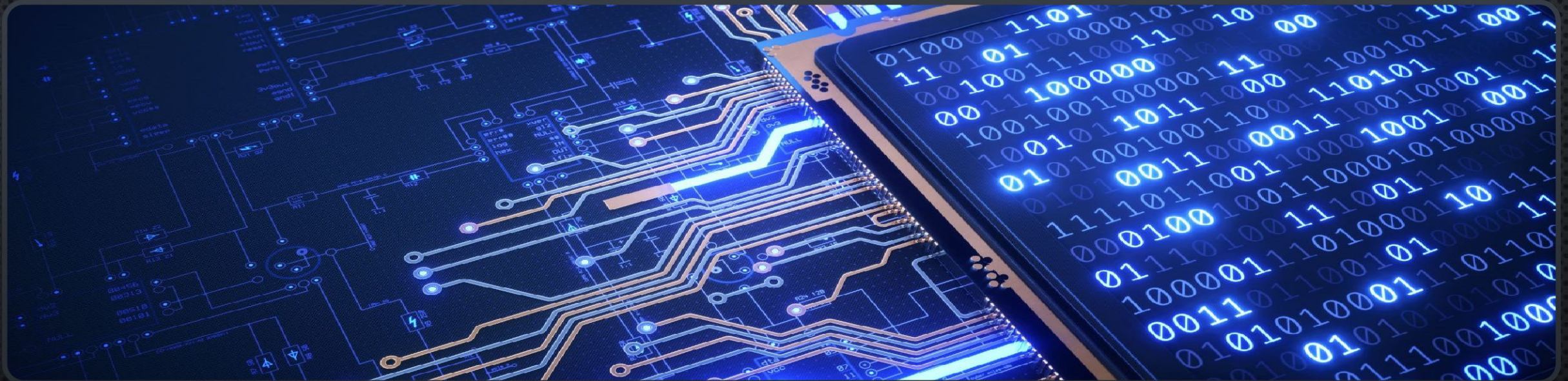


DIGITAL FRAUD AND IT SERVICES - UNDERSTANDING THE RISKS AND DEPENDENCIES

SWISS CYBER STORM 2026

ANDRES MAURER



>WHOIS ANDRES.MAURER



Digital Fraud
Resilience

Agentic AI



My focus



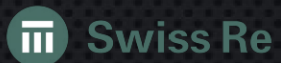
Certification



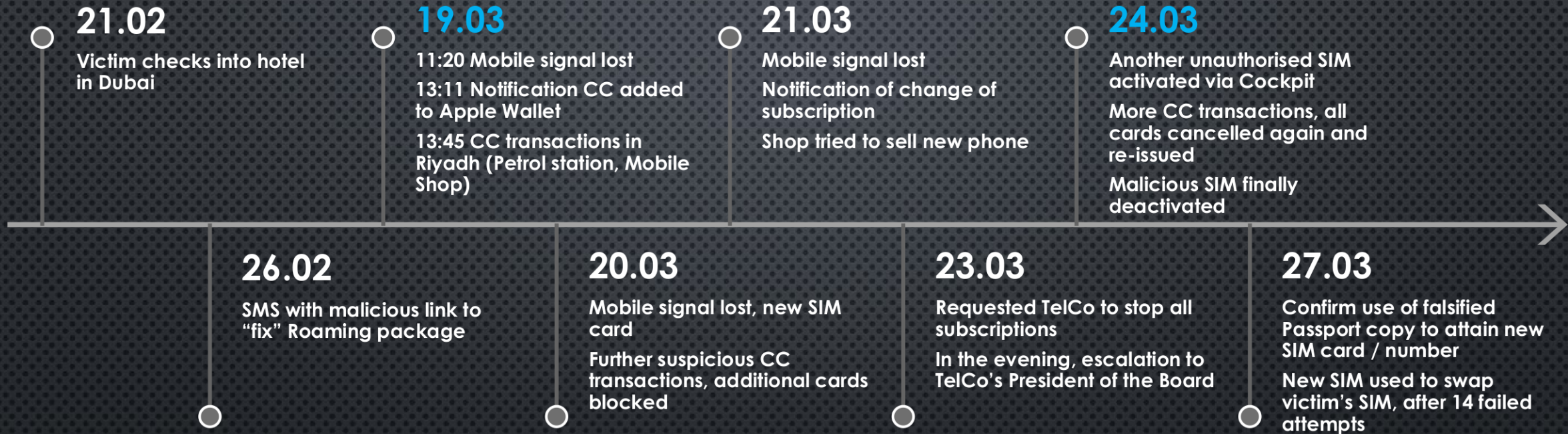
Work experience



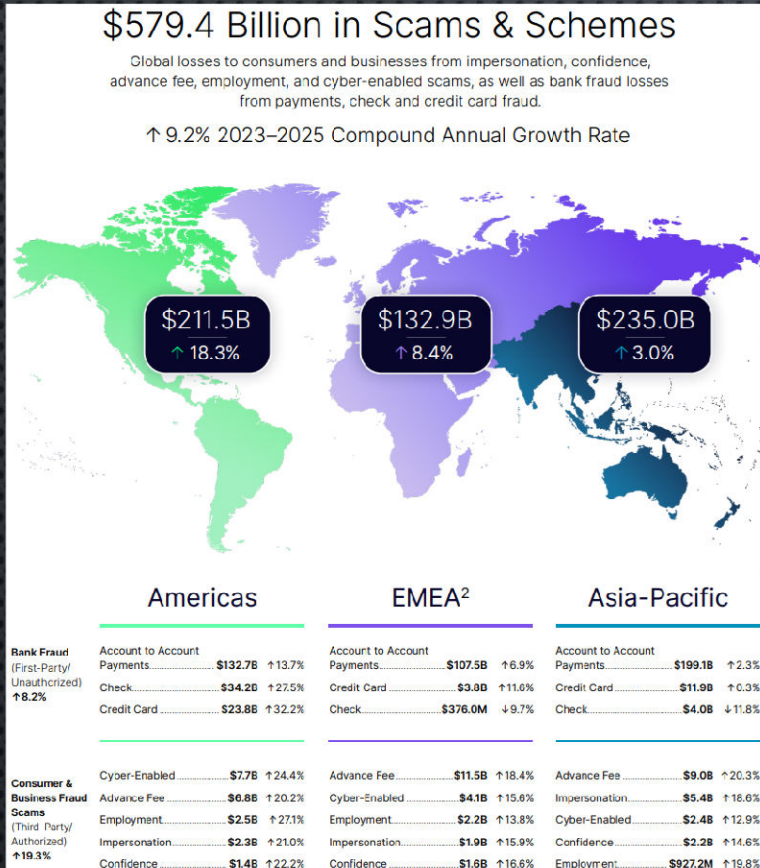
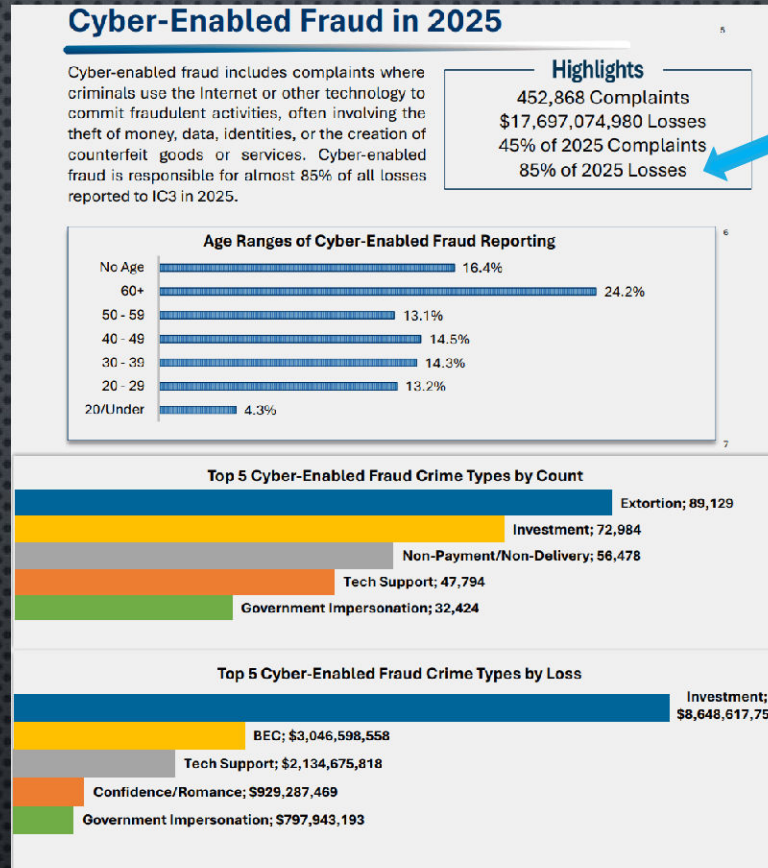
Volunteering



REAL-LIFE CASE 2026: CREDIT CARD FRAUD & SIM-SWAPPING



- According to **haveibeenpwned**, victim's data was comprised 7 times, latest in 2026
- **Shift in attack surface**: Apple ID, Google Account, etc. are targets as they synch passkeys and manage wallets
- SIM Swapping being misused as part of the **weak migration** or **recovery processes** for accounts



An estimated **\$442 Billion** has been lost to scams worldwide in the last 12 months...

Value lost to scams, see methodology page.



2025 Nasdaq Global Financial Crime Report lists **\$579.4 Billion** losses due to scams worldwide

2025 FBI Internet Crime Complaint Center Report lists **\$17.7 Billion** of Fraud losses alone in the USA, **85% Cyber-Enabled**

Global Anti-Scam Alliance estimates the 2025 fraud loss to be at **\$442 Billion**, Switzerland at **\$1.9 Billion** in 9th place with an average **\$1'091 loss per resident**

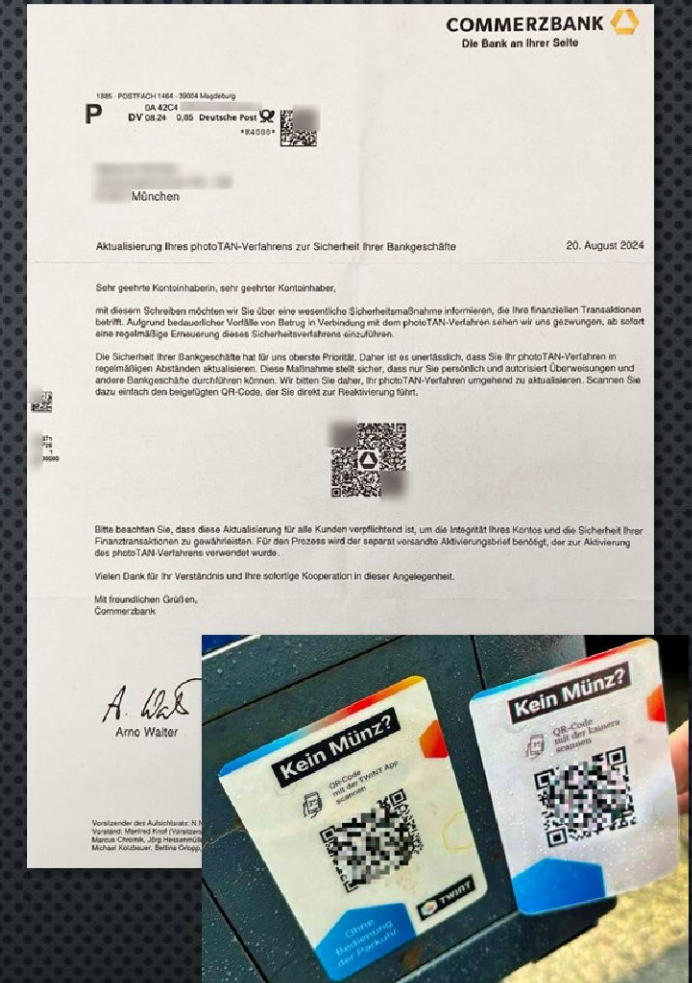


The increasing usage of **Artificial Intelligence** open new attack methods like **Deepfakes** as well as **Synthetic Identities**

Choose your payment method:

- ☐ Payment upon collection
- ☐ TWINT
- ☐ Invoice
- ☐ Credit or debit card
- ☐ PayPal
- ☐ Google Pay

New digital payment services also provide additional attack vectors due to lack of security maturity



The continuing digitalisation also opens new fraud channels like **QR Code**

Digital Fraud is increasing 15 - 20% annually



Fraud detection will be overwhelmed



We need to become Resilient



TRIDENT DIGITAL FRAUD RESILIENCE FRAMEWORK™

www.prod.ch/trident



Prevention

- Secure Design
- Awareness
- Collaboration
- Verification



Detection

- Anomaly detection
- Fraud intelligence
- Black Listing



Remediation

- Funds recovery
- Takedown
- Investigation - Forensics
- Enhanced Surveillance



Governance

- Fraud Risk Management & Taxonomy
- Alignment Cyber Security Risks
- Continuous Fraud Risk Monitoring

CONSUMER



Prevention

- Inform
- Exercise Secure behaviour
- Security settings



Detection

- Payment monitoring



Remediation

- Report & cancel credit card
- Deactivate wallet
- xID password change



Governance

- Treat credit and debit cards the same way as cash
- No copies of IDs and Passports
- Secure password (Passwordless, 2FA)

PLATFORM PROVIDER & TELCO



Prevention

- TelCo: Employee Training SIM Swapping
- Robust authentication & recovery (without SMS)



Detection

- Effective SIM Swapping detection
- Detect multiple duplicate transactions



Remediation

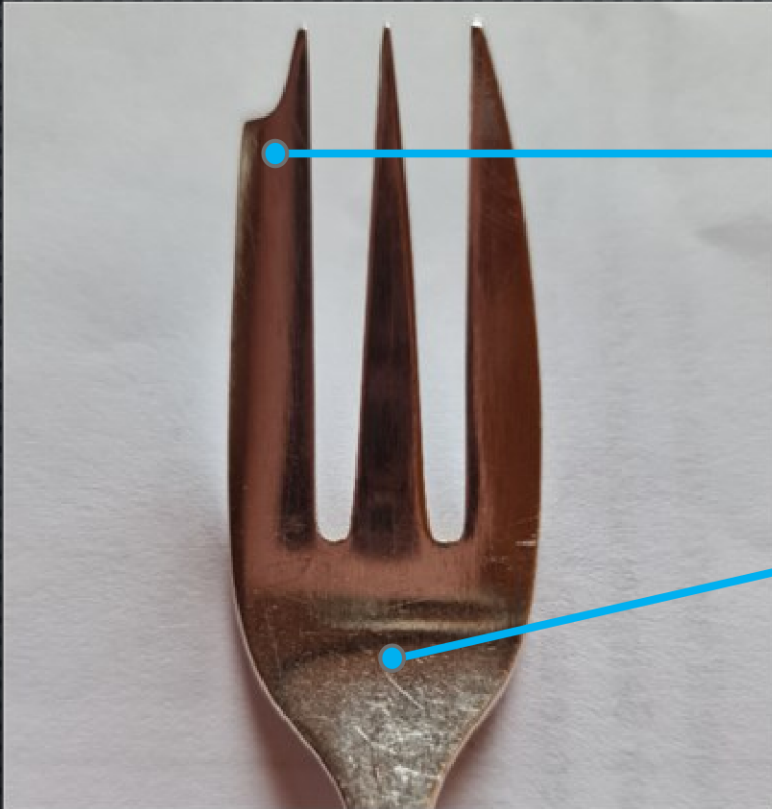
- Effective SIM Swapping remediation
- Activity logging transparency



Governance

- Fraud taxonomy and proactive threat monitoring
- Securing account and key material (passkeys, e-wallet content)
- TelCo: Robust authentication for Online On-boarding

FOR A QUICK WIN, IT WOULD LOOK MORE LIKE A PASTRY FORK THAN A TRIDENT!



- Spread awareness
- Promote secure behaviour
- Standardised / Tailored fraud taxonomy
- Fraud (& Cyber) Risk Involvement during the whole life-cycle

ROLE OF THE REGULATORS

- FINMA GUIDANCE ON MANAGING DIGITAL FRAUD RISKS (02/2026)
- MONETARY AUTHORITY OF SINGAPORE (MAS) FRAUD FRAMEWORK

FINMA GUIDANCE 02/2026

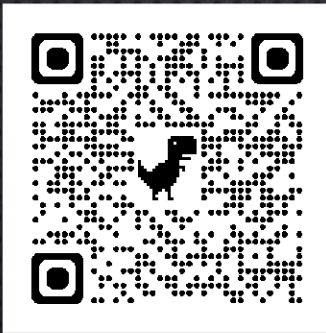
- Operational risk management in relation to digital fraud risks
- Fraudulent use of accounts opened online (Deepfakes)
- Money laundering prevention

MAS FRAUD FRAMEWORK

- TECHNOLOGY RISK MANAGEMENT AND E-PAYMENTS USER PROTECTION GUIDELINES (EUPG)
- SHARED RESPONSIBILITY FRAMEWORK SRF (PHISHING)
 - RESPONSIBILITIES FIs
 - RESPONSIBILITIES TELCOS
 - WATERFALL REIMBURSEMENT APPROACH **FI > TelCo > CONSUMER**
- PROTECTION FROM SCAMS BILL

KEY TAKE-AWAYS

DOWNLOAD YOUR **FREE** COPY OF THE FRAMEWORK HERE!



- BE AWARE OF **(EXTERNAL) CRITICAL SERVICES** AND UNDERSTAND HOW THEY OPERATE
- REVIEW YOUR **FRAUD TAXONOMY** AND HAVE A SYSTEMATIC APPROACH > FRAUD RISK MANAGEMENT PROGRAM
- CLEAR **RESPONSIBILITY** FOR **DIGITAL FRAUD**
- DIGITAL FRAUD AND CYBER SECURITY INTERSECT – TEAMS NEED TO **TALK** WITH EACH OTHER
- KEEP YOURSELVES INFORMED
 - NCSC WEEKLY REPORT (<https://www.ncsc.admin.ch/ncsc/de/home/aktuell/im-fokus/wochenrueckblicke.html>)
 - CYBERCRIME POLICE (<https://cybercrimepolice.ch/>)
 - CREDIT CARD SECURITY (<https://www.card-security.ch/>)

Q & A

THANK YOU!

PLEASE FEEL FREE TO SEND QUESTIONS TO ANDRES.MAURER@PROD.CH