

# Bankstown City Credit Union Increases Member Confidence with TrustDefender

**Bankstown City Credit Union** was founded in 1965 as a credit union for the Bankstown City Council staff. Serving Sydney's southwest region, it has grown by attracting a diverse membership and today anyone can join. Operating solely for its members, it provides better interest rates, lower fees and a wide range of accessible services, with assets in excess of \$175 million.

## Background

In late 2008, Bankstown City Credit Union members were the subject of online fraud; because of the EFT Code, the final liability for member losses was often with Bankstown City Credit Union. Even without knowledge of the origins of these attacks – spyware or Trojans – Bankstown City Credit Union knew the priority was to upgrade member protection. As online banking is a primary offering, Bankstown City Credit Union needed to find a solution fast.

Bankstown City Credit Union immediately implemented a second factor authentication program to protect its members when they log on. Despite these upgrades, online threats were not eliminated altogether; a compromised computer on the member's end could defeat the security provided by the two-factor authentication process.

Enis Huseyin, IT Manager of Bankstown City Credit Union, comments, "We make member confidence and security a priority. We wanted to provide our members with protection from all angles, so we engaged TrustDefender\* to add an extra layer of security."

## Solution

With a real-time, risk-based service, TrustDefender was able to address Bankstown City Credit Union's fraud issues immediately. TrustDefender Client determines the security health of a member's computer before a transaction begins, securing the device and preventing any malicious threats for the duration of the session.

Enis comments, "TrustDefender demonstrated how the product worked to our management and had a very reasonable cost structure. We were quick to get on board."

TrustDefender Client is a fully hosted solution that required minimal effort from Bankstown City Credit Union's perspective – they simply made changes to their Internet banking login page and it was ready to go. After testing, members were ready to start using the security solution in less than a month

\* ThreatMetrix acquired TrustDefender in 2012 and TrustDefender Client is now part of the ThreatMetrix Cybercrime Defender Platform.



*"We've had members come in to the branch to thank us personally because they weren't aware they had online security issues... TrustDefender helps identify threats and keeps our members' money safe."*

**Enis Huseyin**  
IT Manager,  
Bankstown City Credit Union

# Preventing Fraud for Online Merchant Partners

## Results

Since implementing the software, Bankstown City Credit Union has been successful in protecting their members from online security threats.

“TrustDefender understands Bankstown City Credit Union’s relationships with its members and has delivered a seamless solution for both the Credit Union and its members. TrustDefender gives our members the choice of a more proactive security solution to help protect them during online transactions,” Enis comments.

“We’ve had members come in to the branch to thank us personally because they weren’t aware they had online security issues,” says Enis. “TrustDefender helps identify threats and keeps our members’ money safe.”

Enis rates TrustDefender highly for its security offering and recognizes that as a result of their successful partnership, Bankstown City Credit Union has experienced increased member confidence.

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