

## TrustDefender™ Client Provides Enhanced Online Transaction Security For Orange Credit Union

Based in the regional town of Orange, New South Wales, Orange Credit Union has provided full financial services offerings to resident members for over four decades. Orange Credit Union provides its members with a tailored, individual approach to banking that puts ‘people first.’ The focus is on protecting its members’ assets and providing a tailored and personalized service across a full range of savings and loan products.

### Background

Orange Credit Union was acutely aware of the constant online security issues that all financial institutions face and the ongoing risk associated with online transactions, as cyber attacks become increasingly sophisticated.

Gavin Cook, Corporate Services Manager for Orange explains, “We have been fortunate so far that nothing of this nature has happened. However, with the ever increasing risks associated with our industry, we appreciate it is our duty of care to our members to keep abreast of what hackers are doing and the tools that they are using.”

Gavin comments, “We are here to create long term relationships with our members and to ensure they have peace of mind. In today’s market it is fair to say that when people lose confidence in something like their bank, then they will make a change quickly; and that is not something we wanted to happen.”

### Solution

After analyzing a variety of other alternatives in the market, the credit union found the TrustDefender™ Client solution to be unique, cost-effective, and simple for members to use.

Orange Credit Union chose to implement TrustDefender Client as a managed service offering. Gavin Cook, corporate services manager for Orange, explains, “As an organization, this meant we did not have the burden of hosting the software, housing any servers or providing tools and technology. TrustDefender\* provided a fully managed service, with full implementation and interaction with our members.”

For Orange Credit Union the added security benefits to members from TrustDefender Client needed to be clear. As it is an additional piece of software that members choose to employ on their computers, it needed to be a simple process. It needed to alert non-technical and time-constrained members to choose to take the extra step to protect the security health of their computer.



*“We chose TrustDefender as our online transaction security solution as it was in the best interests of our members. We see it as our role to bear the cost of an enhanced security solution to protect our members and their funds and to protect our assets. TrustDefender has a great understanding of the security space, as well as the financial services industry – they understand how we as a Credit Union work within the community.”*

**Gavin Cook**  
Corporate services manager,  
Orange Credit Union

# TrustDefender™ Client Provides Enhanced Online Transaction Security For Orange Credit Union

“We chose TrustDefender as our online transaction security solution as it was in the best interests of our members. We see it as our role to bear the cost of an enhanced security solution to protect our members and their funds and to protect our assets. TrustDefender has a great understanding of the security space, as well as the financial services industry – they understand how we as a Credit Union work within the community,” says Cook.

## Results

Orange Credit Union has worked with TrustDefender since December 2009. During this period all aspects of the relationship have proven successful, surpassing the organization’s expectations during the implementation process.

“The relationship we have had during this period, and in particular during the implementation process, has been seamless to us as an organization and to our members. TrustDefender provided the attention and personal expertise that many larger companies would not be able to offer,” concludes Gavin.

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

## CONTACT US

### USA Corporate Headquarters:

ThreatMetrix Inc.  
160 W Santa Clara St  
Suite 1400  
San Jose, CA, 95113  
Telephone: +1.408.200.5755  
Fax: +1.408.200.5799

### Australia Headquarters:

ThreatMetrix PTY, Ltd.  
Suite 1303, Level 13  
799 Pacific Highway  
Chatswood, 2067 Australia  
Telephone: +612 9411 4499

### EMEA Headquarters:

ThreatMetrix Inc.  
Laan van Vredenoord 33-39  
2289 DA Rijswijk  
The Netherlands  
Telephone: +31 (0)70 8200 508

### Sales:

Sales Direct: +1.408.200.5700  
EMEA Sales: +31 (0)70 8200 509  
Email: sales@threatmetrix.com

### Support:

Support Direct: +1.408.200.5754  
Email: cust-service@threatmetrix.com

[www.threatmetrix.com](http://www.threatmetrix.com)  
[www.threatmetrix.com/fraudsandends](http://www.threatmetrix.com/fraudsandends)

## JOIN US

[www.threatmetrix.com/twitter](https://www.threatmetrix.com/twitter)  
[www.threatmetrix.com/facebook](https://www.threatmetrix.com/facebook)  
[www.threatmetrix.com/linkedin](https://www.threatmetrix.com/linkedin)