

Australian financial services company provides better customer service by enabling secure online PIN management service

Overview

This Australian financial services company's core business is in consumer finance through a variety of services including personal loans, credit cards, car loans, personal insurance and retail finance. They are one of the largest financial services companies in Australia that is not a bank.

Business Challenge

This financial services company offers a number of credit cards to consumers. In the past, they used legacy systems and manual processes to send card PIN numbers to customers by mail which is highly insecure. To modernise and offer a more secure solution, this company decided to implement an online PIN solution as part of their online banking system. This is to allow customers to select and change their PINs remotely while removing their old, non-compliant legacy systems.

Technical Challenge

This financial services company implemented a PIN management application (app) in the cloud, where they needed Thales' guidance on the design and traffic flow to meet payment and regulatory standards. This company also required Thales' advice on where Thales payShield Hardware Security Modules (HSM) would be required as well as support on the required payShield HSM commands.

Solution

This is the design and workflow solution agreed by this financial services company:

- The PIN select RSA public key and token is sent to customers
- Customers access the PIN management app in the cloud to select or change their credit card PIN. Then their entered PIN & token is encrypted with public key and returned to the PIN management app
- Then the PIN management app:
 - Translates the customer selected PIN from RSA to a Terminal PIN key (TPK) in the Thales payShield HSM
 - Translates the token into an account number in the Thales payShield HSM
 - Creates the PIN block and protects it by TPK
- The PIN management app then sends the PIN block to backend payment host server connected to a Thales payShield HSM that protects all customer credit card payment transactions

Result & Benefits

This solution enabled this financial services company to comply with PCI and the Australian Payments Network (AusPayNet) standards. The removal of paper PIN mailers, legacy PIN selection system and legacy Interactive Voice Response (IVR) PIN change system increased security and also reduced costs. Implementing a PIN management app provided customers with better levels of service as customers can now select and change their credit card PINs easily and securely. The Thales payShield HSMs are also being used for other services such as VISA Pay and Apple Pay.



Business Need:

- To meet and comply with payments standards
- Improve security of card PIN management
- Improve customer service levels

Technology Need:

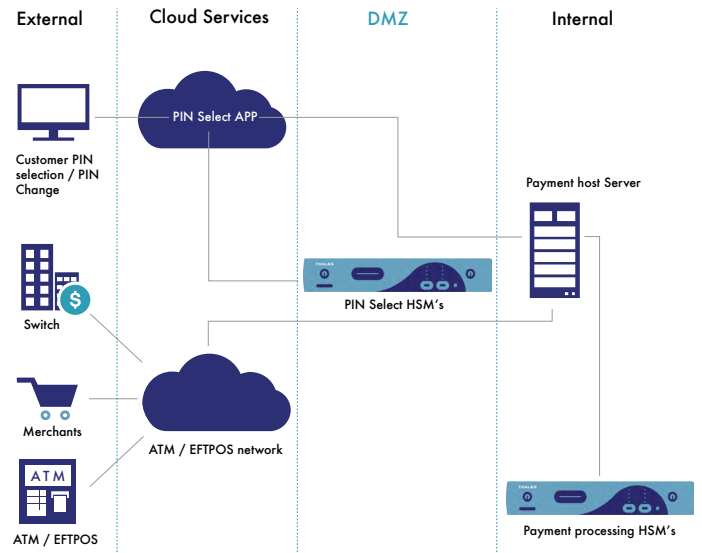
- Implement a secure PIN management app that is part of their online banking system
- Remove legacy, non-compliant systems

Solution:

- Thales payShield Hardware Security Modules (HSM) to secure customers' selected payment card PINs

Result:

- A new, secure payment card PIN management system and process
- Full payment and regulatory compliance



About Thales

The people you rely on to protect your privacy rely on Thales to protect their data. When it comes to data security, organizations are faced with an increasing number of decisive moments. Whether the moment is building an encryption strategy, moving to the cloud, or meeting compliance mandates, you can rely on Thales to secure your digital transformation.

Decisive technology for decisive moments.