

e-Banking Security

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e-Banking Security

- I' ve heard there are theft incidents over e-Banking, which implies e-Banking is not a safe channel.
- Myth or fact?

How safe is driving?

- There are traffic accidents, which implies driving is not safe?

Factors affecting driving safety

- ❑ Car manufacturer ensure compliance of safety standard
- ❑ Driver' s attitude
- ❑ Law enforcement
- ❑ Road infrastructure

Factors affecting e-Banking safety

- ❑ Bank provide a secure e-Banking infrastructure
- ❑ Customer' s safety awareness and browsing behavior
- ❑ Regulatory body supervision
- ❑ Internet infrastructure

Everybody has a role in e-Banking security

- Banks
- Customers
- Regulatory Body

e-Banking Security : Bank' s role

- ❑ Build a secure e-Banking infrastructure
- ❑ Ensure implementation of information security policy
- ❑ Provide two factor authentication (TFA)
- ❑ Robust fraud monitoring system
- ❑ High risk transactions notification through SMS

Two Factor Authentication (TFA)

Common TFA used in Hong Kong

First factor : something customer knows e.g PIN

Second factor : something customer' s owns e.g.

- dynamic password through token, SMS etc
- chip authentication through smart card

e-Banking Security : Customer' s role

4 Safety Tips

1. Safe Log-on/Log off
2. Safeguard your identity
3. Secure your computer
4. Always stay alert

Tips 1: Safe Log-on / Log off

- ❑ Never access your internet banking website through a public computer.
- ❑ Close all other internet browser window before logging into internet banking.
- ❑ Always log off after using internet banking service.

Tips 2 Safeguard your identity

Use safe passwords that are:

- Different from your users IDs
- Easy to remember only by yourself
- Difficult to guess
- A combination of letters and numbers of at least 6 characters

Tips 2: Safeguard your identity

Example of a good internet banking password

Uapiwnf^@#^

Tips 2: Safeguard your identity

Use mnemonic, where

Uapiwnf = Use a password I will never forget

^@#^ = the upper case of your home phone number last 4 digit

Tips 2: Safeguard your identity

- ❑ Never disclose your online passwords to anyone (including bank staff and the police) and do not record them anywhere.
- ❑ Do not use the same password for other online services, e.g. email or Internet access, or for other internet banking accounts.
- ❑ Change your passwords regularly.
- ❑ Disable your browser's 'AutoComplete' function that remembers the data (including your online passwords) that you input.
- ❑ Never leave your TFA device unattended.

Tips 3: Secure your computer

- ❑ Make sure you are using supported versions of OS and applications.
- ❑ Install Internet security software with anti-virus, anti-spyware and personal firewall features to perform real-time detection of new viruses, spyware and intrusions on your computer.
- ❑ Do not download any freeware onto the computer that you use to access Internet banking.
- ❑ Always disconnect from the Internet when you are not using it.

Tips 4: Be Alert

- ❑ Check your bank balance and transactions regularly.
- ❑ Be wary of opening unexpected emails with attachments, and never click on a hyperlink in a suspicious email.
 - Never use hyperlinks in emails or Internet search engines to log on to Internet banking.
 - Never open an email attachment that contains a file ending with .exe, pif, or .vbs as these are commonly used with viruses.
- ❑ Offers too good to be true are 99.9% untrue

Tips 4: Be Alert

Some common fraud mode of operations:

- ❑ Notification of courier delivery
- ❑ Festive seasons greeting
- ❑ Recruiting accounting personnel
- ❑ Large business offer/friend or relative accident/lucky draw winner/heir of fortune

Tips 4: Be Alert

IMPORTANT

Banks and the Police will never ask you for your password or send you emails requesting that information. If you receive such a request, contact your bank immediately.

Regulatory Body in Hong Kong

Hong Kong Monetary Authority (HKMA 's role in e-Banking)

- ❑ Development of policies and guidance for the banking industry
- ❑ Promoting customer protection, education and awareness
- ❑ Continuous monitoring and examinations
- ❑ International co-operation

Example of good initiative through HKMA

Tightening control over TFA SMS message

A good co-operation and dedicated work among HKMA, OFTA, banking industry and telecommunication industry

Mobile Banking Security

- ❑ Keep your smartphone safe.
- ❑ Use only trusted device and software.
- ❑ Do not store internet banking user name and password over phone.

Useful links

Hong Kong Association of Banks (HKAB):

www.hkab.org.hk

Hong Kong Monetary Authority (HKMA):

www.hkma.gov.hk

Hong Kong Police Force:

http://www.police.gov.hk/ppp_en/index.html

End of the presentation

Thank You