



Co - op Bank Helps to Fight Fraud

With the 2008 tourist season about to begin it is most timely that a training seminar organised by the Grenada Co-operative Bank together with the Caribbean Credit Card Corporation (4C's), was held under the theme "**Combating Payment Systems Fraud**". The half-day session was designed to help local merchants enhance their authorizations strategy and make them better equipped to process credit card transactions with minimal losses.



A cross-section of the participants

Fraud Analyst, Janiere Frank and Operations Officer, Natasha St. Juste from 4C's led discussions on various topics including "Card Acceptance Procedures", "Card Present and Card Absent Best Practices", "Limiting Exposure to Fraudulent Transactions" and "What to do if you Suspect Fraud". The *presentations* were very well received and generated much discussion among the thirty-two (32) commercial customers of Co-op Bank. These customers represented a cross section of businesses including supermarkets, resorts, car rentals, marine services, and various retail outlets.



Left to Right: 4C's Operations Officer - Natasha St. Juste, Co-op Bank's Senior Credit Officer - Jennifer Gittens and 4C's Fraud Analyst - Janiere Frank

Grenada Co-operative Bank has been offering card payment services to its customers since 2002 and this is one of the many initiatives by the bank to enhance its services and support to its customers. The Bank is pleased that the material was well received by the participants, who were all high in praise for the session.