United Bankshares, Inc.
Parkersburg, WV
ACH Fraud
Discussion Points

United Bankshares, Inc.

Cyberfraud Cases

Lessons Learned
Thursday, December 11, 2008; 12:48 PM

Fraudulent ACH Batch Created

Ten Transfers $81,270.00

Range: $8,044.00 to $8,211.00

Ten Different Recipients at Nine Different Banks
Tuesday, December 16, 2008

Two Items Returned:

“Account Frozen” $8,209.00

“Account Closed” $8,166.00

$16,375.00
Thursday, December 18, 2008; 10:16 AM

Deposit Operations Notifies Risk Management

ACH Debits to Reclaim Funds Submitted

3:30 PM – Mitigation Task Force Convenes

FBI Special Agent Notified
Monday, December 22, 2008

Recovered $24,474.00 of $81,270.00
Monday, December 22, 2008

Internal Investigation Complete

Manual Verification Process

Plan to Implement VASCO Token
Monday, December 29, 2008

Recovered $16,235.00 of $81,270.00
Wednesday, March 3, 2009

Final Recovery of $4,043.00

Total Loss: $36,517.00 > Total Recovered: $44,752.00
Two Subsequent Attacks

Largest Loss of $243,000

April 2009

Dual Authentication (Customer and Bank)
July 2009

System Software Modification Completed

VASCO Tokens Deployed
Lessons Learned…

Move Quickly
- Debits to Reclaim Funds
- Federal Law Enforcement
- Communicate with Recipient Banks

Attacks are Highly Organized and Sophisticated
Lessons Learned...

Risk Mitigation and Prevention

- Dual authentication process
- Automate with VASCO or similar authentication tool
- Review ACH Agreements
- Insurance coverage
- CUSTOMER EDUCATION