

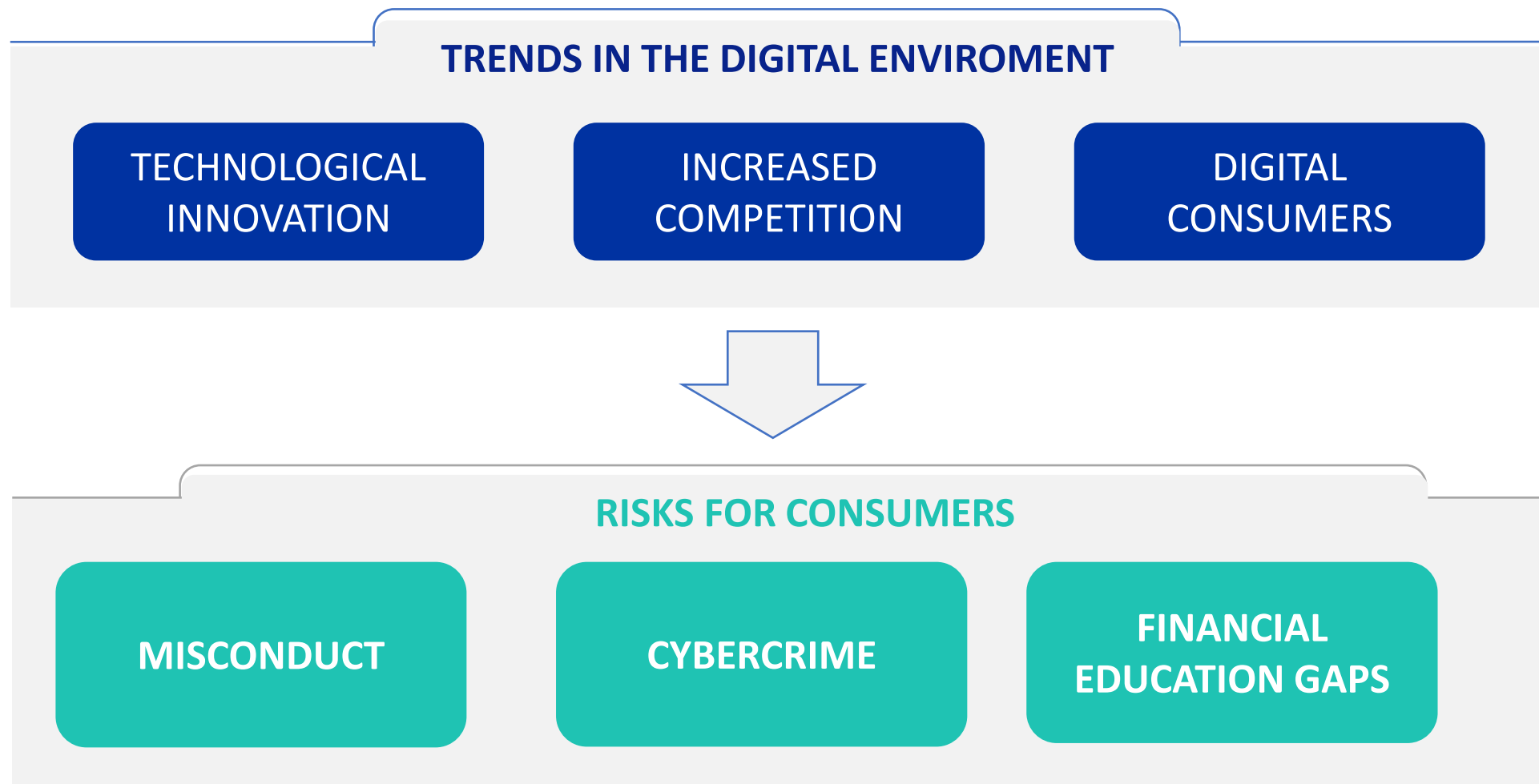


Peru: Latest experiences and developments in regulatory and supervisory approaches to tackling financial scams and frauds

Elías Vargas Laredo

Assistant Superintendent of
Market Conduct and Interest Rates
SBS Peru

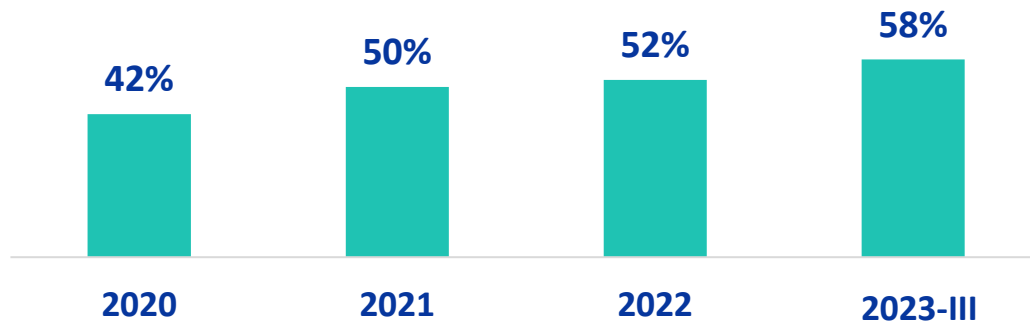






Digital environment: More usage of digital channels, with lower transaction amounts

Percentage of adults with an account

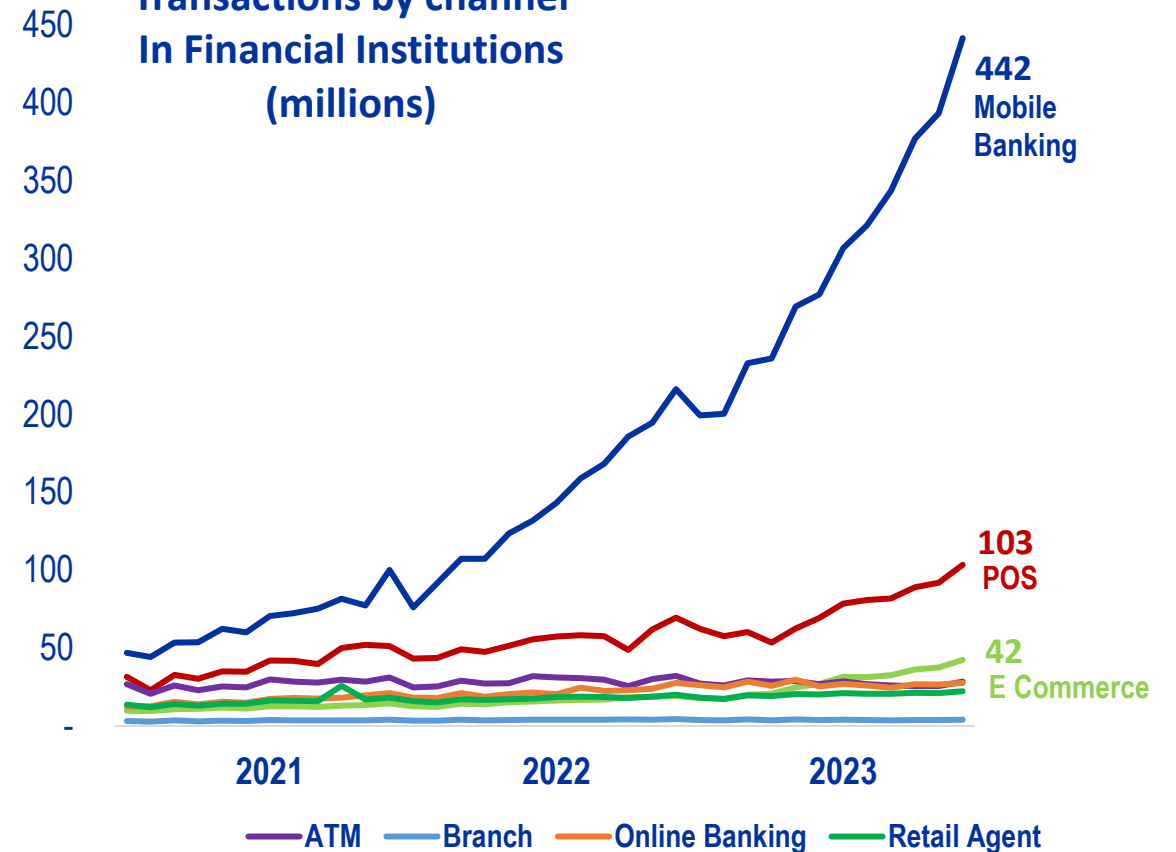


Source: ENAHO - INEI

- **49%** of citizens make digital payments (Global Findex, 2021)
- Wallets and Apps grew up from 33% to **45%** (CREDICORP, 2023)
- **Average consumer ticket:**
 - Wallets \$ 12
 - Debit cards \$ 20
 - Credit cards \$ 53¹

1/ Source:
Financial Stability Report
(September 2023) - BCRP

Number of monetary Transactions by channel In Financial Institutions (millions)

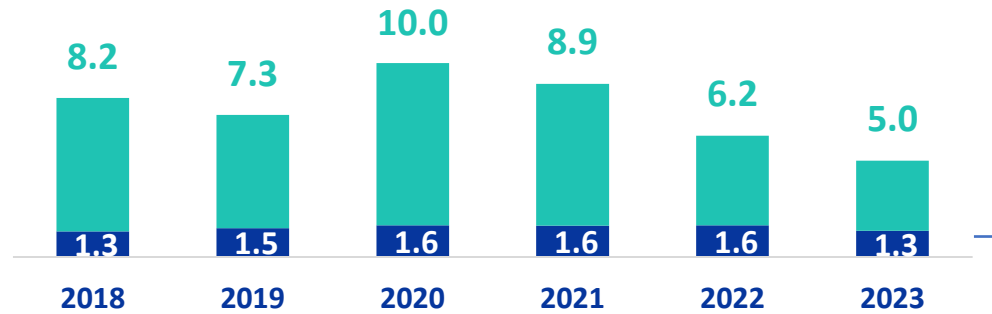


Source: ASBANC

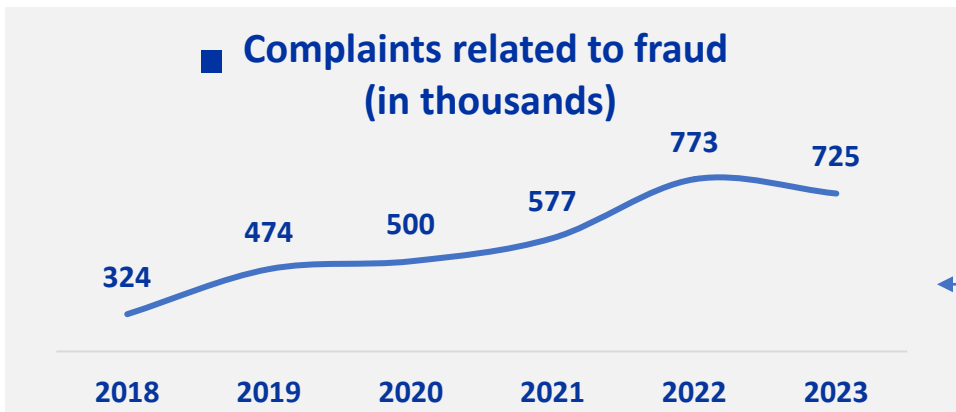
Decrease of general complaints but high number of fraud-related ones



Complaints per 10,000 transactions



Complaints related to fraud (in thousands)



53% solved in favor of users (2023)

Cybercrime Trends



Phishing and variants

By Email
Smishing,
Vishing



SIM Swapping

Duplicate SIM card and change the authentication factors to proceed with the fraud



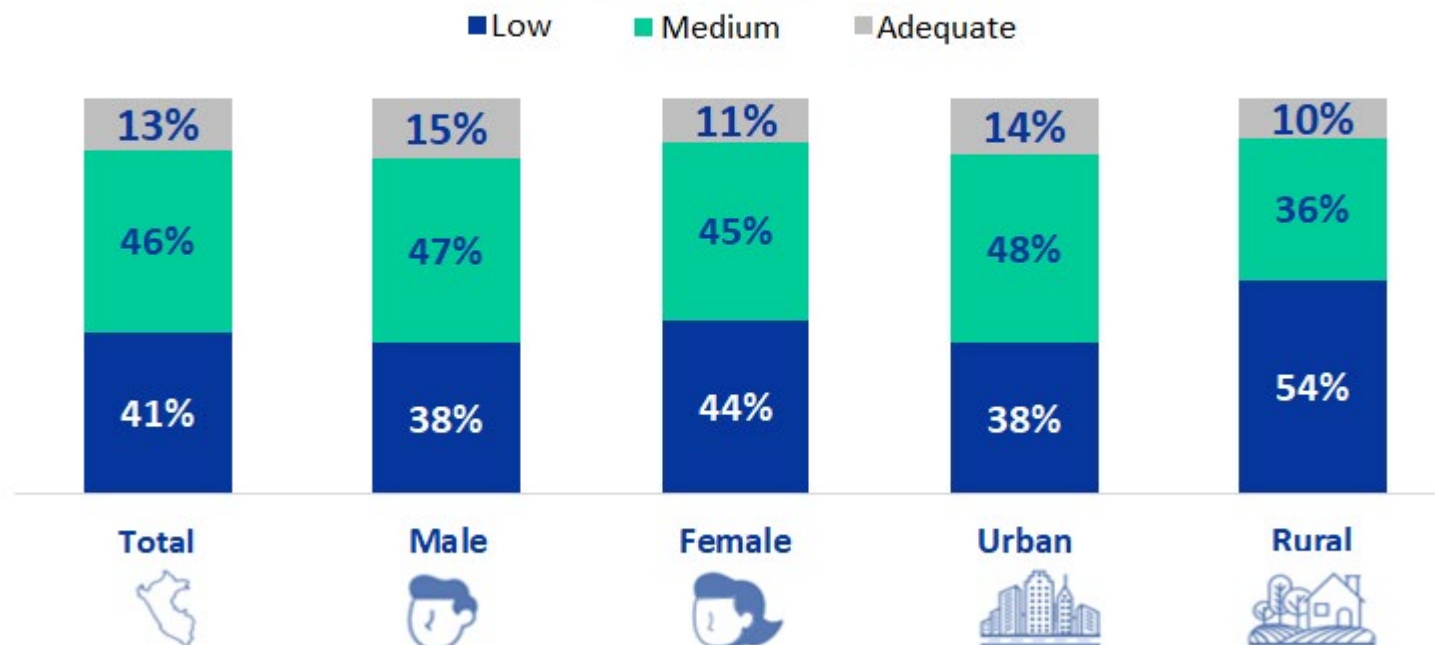
Skimming

ATMs, POS, or fuel pumps.
Capture data or cardholders' PINs.

Important gaps in financial literacy and lack of security knowledge



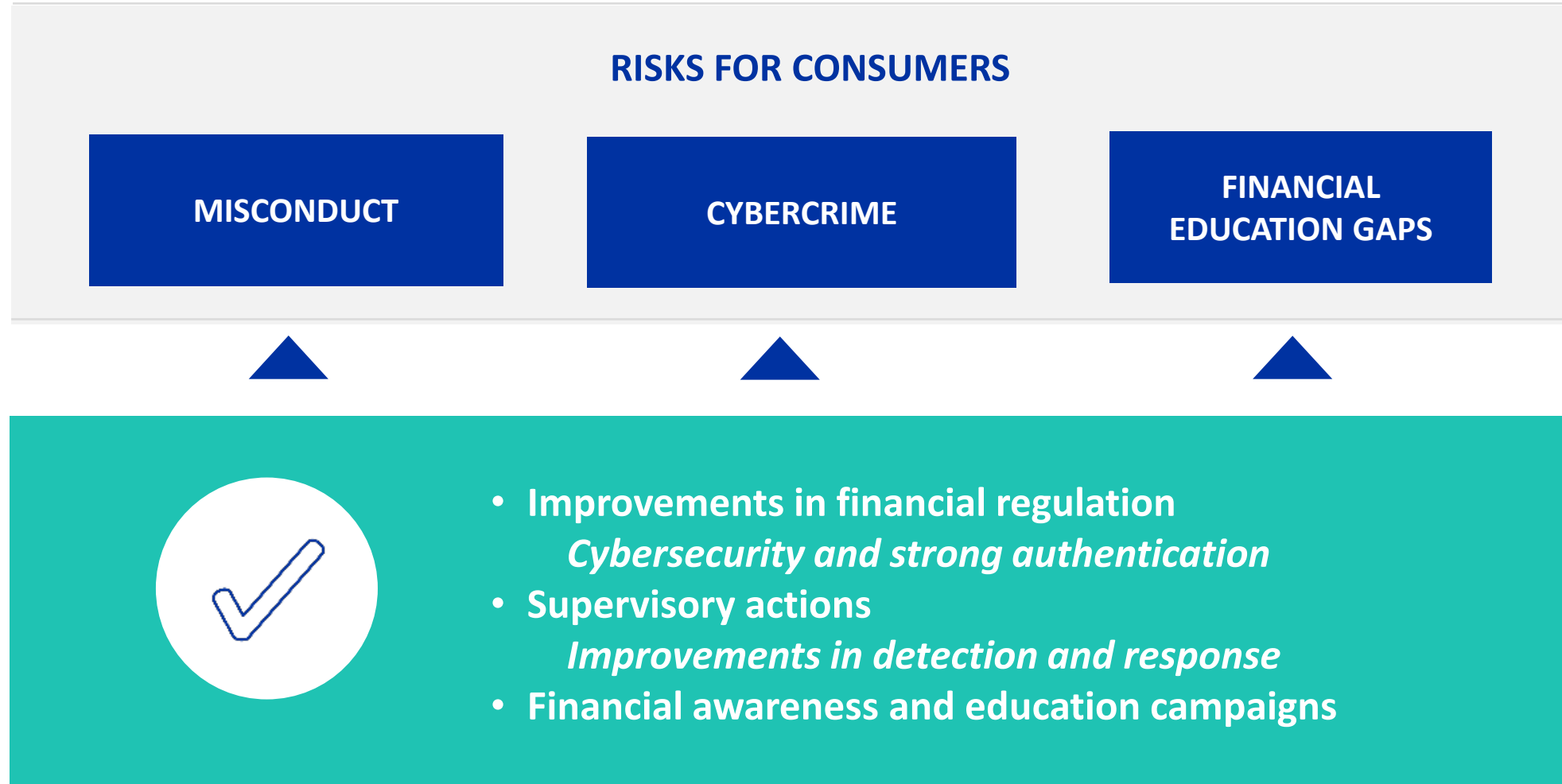
Percentage of adults according to level of financial capabilities (2022)



Sources: SBS and CAF – National Survey of Financial Capabilities 2022

- Adults do not regularly update their passwords: 8 out of 10
- Do not recognize the validity of digital signatures: 7 out of 10
- Do not verify that products are provided by regulated financial institutions: 6 out of 10

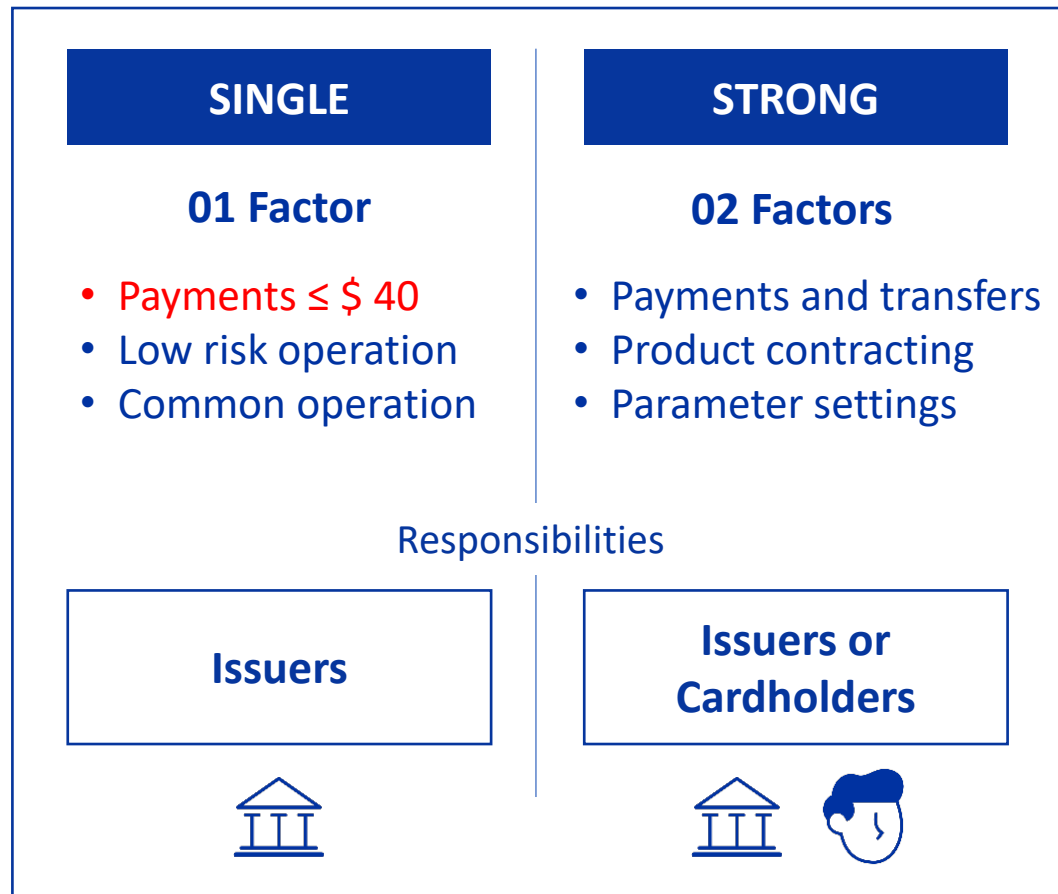
SBS has been deploying actions to protect consumers in the digital era







Regulation has strengthened cybersecurity as well as cards security



Authentication Types and Responsibilities



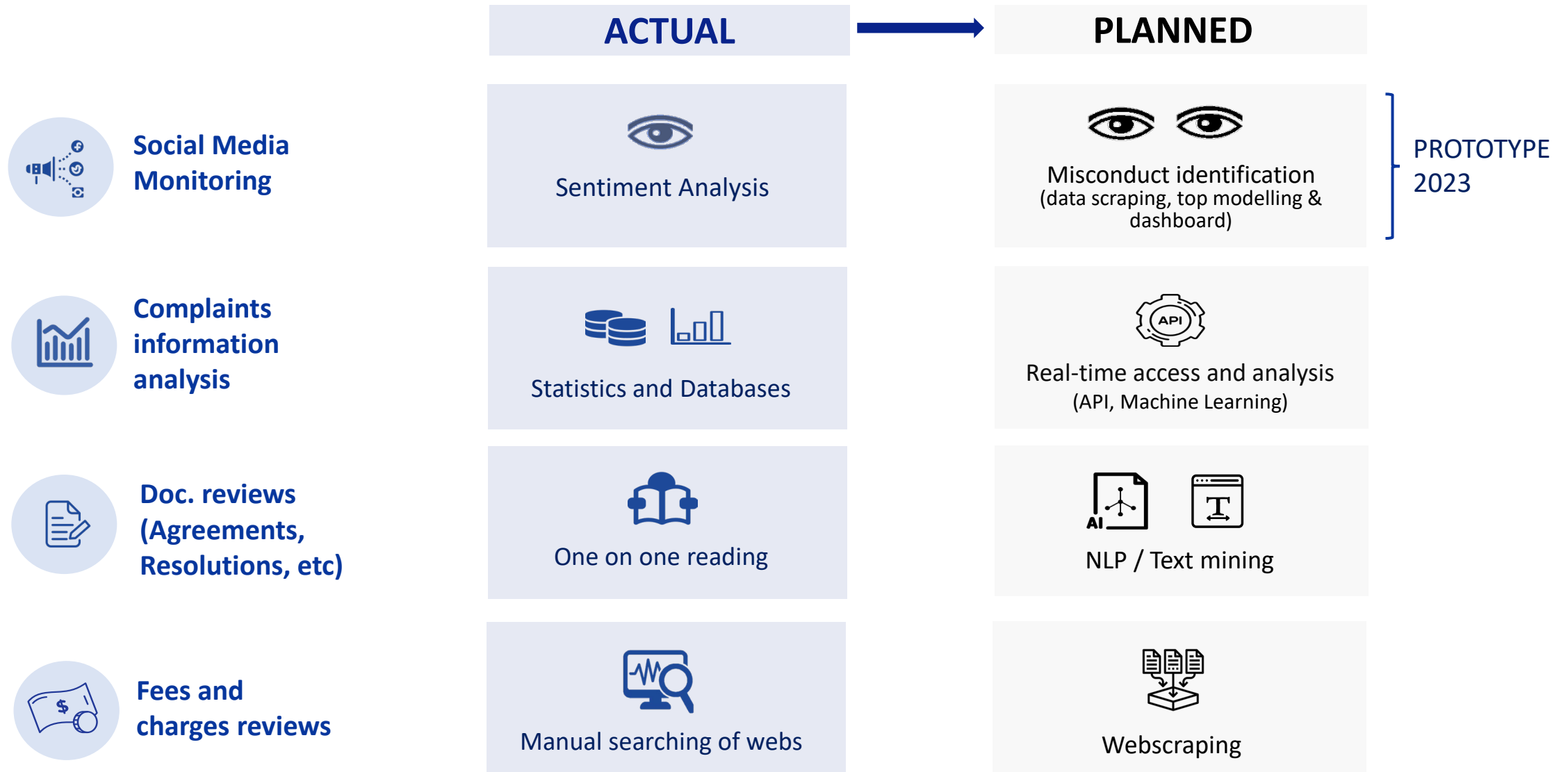
Improvements in cards security

- ▶  Immediate notification for each transaction (single or strong)
- ▶  Additional services activated by users (e-commerce, ATM use abroad, etc.)
- ▶  More precise and wide responsibility of card issuers against frauds
- ▶  Disclose preventive measures for users in case of theft or fraud

Minimum authentication factors:
POS/ATM: Chip + PIN
E-Commerce/Web/App: Card + OTP

Public Consultation

Strengthening the market conduct supervisory model



Permanent awareness campaigns



Financial Education - SBS Programs

Children & teenagers (School)

Training teachers to spread knowledge to students (+1.7 MM)



Youths, adults, women & elders

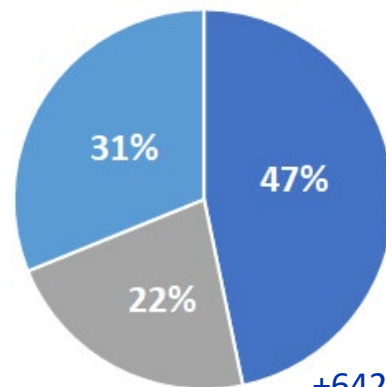
Skills, attitudes, knowledge to make appropriate financial decisions (+250 M)



Digital platforms – Reach metrics

Average people reached by channel

■ Facebook ■ Instagram, X (twitter) & YouTube ■ LinkedIn



+642 M people



Web SBS: 2.3 millions of views

Campaigns about informal entities



Awareness campaigns to alert about different fraudulent schemes and prevent possible scams.

+1800 complaints about informal entities

In summary



Higher innovation and demand for digital financial products and services create new risks for financial entities and users



The SBS adopts measures to reduce risks through **improvements in regulation, supervision and financial education**



Reducing the risks generated by technological innovation requires **coordinated work between multiple stakeholders** (public & private sector)



The SBS has recently **published a proposal of minimum authentication factors for credit and debit cards**, pursuing the reduction of digital frauds

Thank you

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