



## India Payment Card Risk Council

Jan 19, 2011

### **“Card payment security issues in Hotel Industry”: Event Report**

India Payment Card Risk Council (IPCRC) in association with Mumbai Police undertook an initiative to curb the menace of ever growing card-related crimes in hotel industry. The initiative focused on issues related to cards and its data security so as to prevent frauds and spread awareness amongst the hospitality merchant fraternity as well as law enforcement agencies.

IPCRC and Mumbai Police jointly hosted a round-table discussion on “Card payment security issues in Hotel Industry” at Police Gymkhana, Mumbai on 18<sup>th</sup> January, 2011. The event was well received with an overwhelming response from representatives of the leading merchants in hotel industry and various senior officials of law enforcement departments like EOW, Cyber cell and Crime branch. Participants also included senior representatives from Acquiring Banks and Card Association.

Mr. Nandkumar Saravade, Chairman-IPCRC, started the round-table discussion by giving a background for this apt topic in light of recent reports, which highlighted hotel industry as being the main target for card fraudsters. Welcoming the participants, he accentuated on cohesive approach of all stakeholders in mitigating the imminent risk in this sector. He reiterated on the ongoing partnership to actively challenge and check the threats posed by felons in payment card industry as a whole.

He also welcomed and introduced the chief guest of the event – Mr. Nisar Tamboli, Deputy Commissioner of Police, Mumbai, who despite his busy schedule, took time out for this vital discussion and shared his thoughts with the audience.

In his keynote speech, Mr. Tamboli lauded the approach of IPCRC for such unique initiative of sector-wise approach in addressing card fraud related issues. He followed this up with a presentation on card frauds and highlighted the need for raising awareness levels of not only the general public but all others too who are associated with cards business.

Mr. Ankush Duggal, AVP, MasterCard, presented an apropos topic “Data Security for Lodging Merchants” and stressed on the need for Card Data Security by merchants as data theft could also lead to reputation loss for them. He also provided insight into association's perspective with the basic checklist for merchants to adhere to, so that they can minimize card related frauds.

Mr. Harish Sharma, AVP, HDFC Bank Ltd., put forth the Acquiring banks' outlook in card security issues hampering the hotel industry. His presentation highlighted the recent modus operandi adopted by felons in this hospitality sector.

Mr. Michael Aydeniz, Head of Fraud Control, ICICI Merchant Services, put forth few real case studies, where card fraud had emanated from hotels. He also seconded Mr. Duggal's views on card data security and measures which the merchants needed to adopt to curtail card frauds.

Mr. Suresh Dadlani, COO, ControlCase, underlined the value of Payment Card Industry- Data Security Standards (PCI-DSS) and its compliance for hotels and other allied sectors vide his stimulating

presentation. While stressing on PCI-DSS, he also gave prominence to Payment Application -Data Security Standards (PA-DSS) and PIN Transaction Security (PTS), since all these put together form the three pillars of Card Data Security. He praised IPCRC for this novel initiative and vowed for all possible help to merchants and acquirers from compliance angle, in this ongoing battle of payment card industry against card fraudsters.

An open interactive discussion involving the participants and speakers followed these presentations. Many interesting inputs and thoughts were shared amongst the audience. The discussion encompassed various fraud and data related issues currently being faced by hospitality sector, card frauds related to hotels and fraud prevention measures adopted by hotel merchants in curbing them. The group was unanimous in putting forth the need for a continuous training programme for the merchants which would equip them appropriately to deal with data security and avoid frauds in future.

Mr. Sudheer P., Head-Fraud Control, Axis Bank Ltd. gave the vote of thanks to the chief guest and dignitaries present on the occasion for enlightening the participants with their valuable inputs and insights. He thanked the participants for attending this mutually beneficial event and also Mr. Pinaq Dudhwala, National Risk Manager-Cards and Sunpreet Sacher, Risk Manager-Cards, ICICI Bank Ltd. for successfully compering and organizing this event.

The round-table was held as per its schedule and concluded with networking tea. The participants had fruitful informal interactions with each other and also apprehended the efforts of Mumbai Police in partnering IPCRC for such initiatives.

This event was another enthralling chapter in the efficacious story of industry-wide initiatives by IPCRC, keeping in sync with its vision "to prevent and deter payment card frauds" and of Mumbai Police in its endeavour to save common man from falling prey to felons.