



JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

**Customer Service Training and Quality Support
2 Days Training**



**Fraud and Risk
Management System in
Banking Sector**

OVERVIEW



Fraud and risk management is extremely crucial in any organisation. In the banking sector, it becomes even more imperative for organisations to have well-defined protocols, systems, technologies etc. outlined to function as the fraud and risk management system.

These should be well-known, understood and practised by each employee. The main focus of risk management in the banking sector is preventing financial loss. Fraud and cheating occur in areas with inadequate internal controls, and it is thus mandatory to have strong controls and regular audits.



Course Objectives

The key objective of this Fraud and Risk Management System in Banking Sector course is to empower professionals to :

- understand and be aware of fraud and risks that could cause great harm and losses to financial organisations
- • be capable of handling advanced technological systems to track and record information and predict fraud or other risks to the organisation
- define robust processes to be followed to not leave any gap in operations that could promote fraud and other activities
- devise, document and implement organisation-wide protocols and guidelines for operations to mitigate any chances and minimise avenues for fraudulent activities, thus building a strong fraud and risk management system
- spread awareness through training of other professionals on fraud and risk management
- take timely and appropriate decisions in case a fraudulent activity takes place in one's organisation, to prevent damage to property, employee safety and welfare, customer satisfaction or otherwise
- confidently accept higher roles and responsibilities requiring close supervision of end-to-end operations to prevent fraud in one's organisation, therefore accepting numerous opportunities for career progression
- contribute to organisational credibility and development through successful and stringent fraud management systems
- thoroughly understand fraud and other risks in the banking sector to handle related responsibilities in any organisation within the sector, enabling greater scope for growth

TRAINING METHODOLOGY

We offers effective solutions for all training requirements across multiple industries. The training is a mixed format, including classroom sessions and practical exercises with the training audience.

The course content is customizable as per the audience's professional backgrounds and experience.

The trainer also assigns projects and other interactive tasks among the training group. Mock drills and role-plays also help in enhancing learning.





Organisational Benefits

With professionals undergoing this Fraud and Risk Management System in Banking Sector training course, organisations will benefit as follows:

- Strong fraud and risk management systems set up and managed by trained professionals
- Complete and clear documentation of protocols and guidelines to be followed in operations to prevent fraud and other risks that could disrupt banking services
- Application of advanced technology to maintain information and track histories of various transactions to investigate chances or sources of fraud and cheating
- Increased organisational credibility because of better risk and fraud management and enhanced capabilities to find sources of fraud for corrective action
- Organisational growth and development because of credibility and operational excellence
- Continual training of employees on fraud- and risk management-related guidelines and protocols
- Adherence with industry standards for safety of customer information and transactions and protection against fraud
- Quick decision making and effective corrective action in a timely manner because of key functions handled by trained professionals
- Customer loyalty and satisfaction because of the security provided through operational systems and processes
- Protection against great financial losses because of efficient tracking and monitoring systems and effective corrective action plans

PERSONAL BENEFITS

Professionals opting for this Fraud and Risk Management System in Banking Sector training course will benefit as mentioned below:

- Detailed knowledge and updated information about all facts and figures necessary for effective fraud and risk management in the banking sector
- Enhanced skill and confidence to work with advanced technological systems to store information and data to prevent or mitigate fraud
- Greater abilities and information to define, document and implement stringent operational guidelines and protocols as per required standards to protect the organization against fraud, in turn gaining appreciation and credibility with greater growth opportunities
- Increased skill and experience to train other professionals on best practices and necessities for fraud and risk management in the banking sector
- Improved awareness and analytical skills to identify gaps and predict chances of fraud and other risks to one's organization
- Effective decision making skills in the event of fraudulent activities to devise relevant and appropriate corrective action plans, thus preventing significant financial losses to one's organization
- Better potential and exposure to contribute to organizational credibility and growth as well as customer loyalty and satisfaction
- Enhanced skillset and capabilities to undertake any role in the area of fraud and risk management, thus adding many dynamic skills and abilities to one's professional portfolio

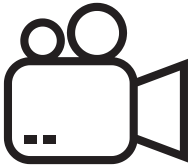




WHO IS THIS PROGRAMME FOR?

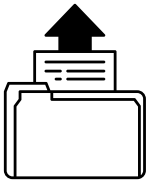
- Managers and heads in organizations in the banking sector who need to understand fraud management well
- Bankers and other executives involved in any transactional or operational function in banks
- Legal and financial advisors who can help combat fraud or provide expert advice in the event of fraud
- Potential shareholders who should understand the prospect of a financial institution
- Auditors who need to ensure adherence to required guidelines and universal standards
- Any other professional interested in understanding fraud and risk management in the banking sector in detail

PROGRAMME HIGHLIGHTS



+60

**2+ Role Plays 5+ Real-World Case Studies 10+ Assignments/
Applications Pre-Recorded Video from JICSI with for self-
paced learning.**



**10+
Assignments/
Applications**



**5+
Real-World
Case Studies**



**2+
Role Plays**



LEARNING JOURNEY



MODULES

Module 1 : Types of Banking Risks

Module 2 : Broad Categories of Attacks or Fraud

Module 3 : Principles of Effective Fraud Risk Management

Module 4 : Types of Fraud Risk Management

Module 5 : Essential Steps in Fraud Risk Assessment

Module 6 : Factors Providing Opportunities for Fraud

Module 7 : Fraud Prevention Mechanisms in the Banking Sector

Module 8: Analytical Techniques to Detect Fraud

Module 9 : Benefits of a Good Fraud Management System



CERTIFICATE

Upon successful completion of the programme, participants will be awarded a digital Certificate of Completion by Jakarta International Customer Service Institute (JICSI) and Customer Service Experience Association Indonesia (CSEAI)



ABOUT JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

Jakarta International Contact Center Institute adalah suatu lembaga pelatihan dan pengadaan sumber daya manusia yang berfokus pada customer service professional dan lembaga survey kepuasan pelanggan.

Kami berorientasi pada pelanggan dimana kepuasan pelanggan adalah tujuan keberadaan kami. Kami hadir untuk pelanggan. Adapun JICSI berdiri secara legal pada Januari tahun 2021.

Professional Training

JICSI telah melatih lebih dari 2300 peserta dan telah bekerja di berbagai perusahaan dengan keahlian mereka yang sesuai dengan kebutuhan perusahaan

Recruitment Agency

Sebelum JICSI mengirimkan tenaga yang terampil sesuai dengan yang dibutuhkan oleh perusahaan, JICSI benar- benar telah melakukan pelatihan, pembinaan dan telah lolos seleksi test yang dilakukan oleh Rumah Karir JICSI

Survey Customer Satisfaction

JICSI memiliki Survei kepuasan pelanggan sebagai alat berharga yang dapat membantu bisnis untuk menemukan tingkat kepuasan pelanggan dan menciptakan loyalitas pelanggan.

Core Value



Respect.

Kami selalu menghargai perbedaan setiap orang dan mengajak pelanggan kami untuk selalu berpartisipasi untuk memberikan masukan demi meningkatnya kualitas layanan yang akan kami berikan kepada pelanggan kami.



Honesty.

Kami selalu menjunjung akan kebenaran dalam semua situasi dan selalu mengedepankan profesionalisme yang kami miliki.



Trust.

Kami percaya kepada orang lain dan menjaga kepercayaan yang diberikan kepada kami.



Integrity.

Kami melakukan apa yang kami katakan.



Our Service.

Customer Service Training
Manpower & Recruitment Customer Service Agency
Customer Satisfaction Survey

TESTIMONI



PT Indosat Ooredoo

Training Data Visualization

[Lihat Video >>](#)



PT Indosat Ooredoo

Training Certified Contact Center Manager (CCCM)

[Lihat Video >>](#)



PT Freeport Indonesia

Training Customer Service Professional HR Call Center

[Lihat Video >>](#)



OY! Indonesia

Training Contact Center Agent Professional

[Lihat Video >>](#)

MESSAGE FROM FOUNDER

Rudy HP Manullang ,Ph.D
Founder JICSI



Menjaga hubungan yang baik dengan pelanggan adalah bagian penting untuk sukses dalam dunia bisnis. Ikatan pelanggan yang kuat dibangun dan dipelihara melalui komunikasi yang baik. Ini karena membantu pelanggan dan perusahaan membangun kepercayaan satu sama lain.

Ketika seorang customer service berbicara dengan pelanggan secara langsung, jujur, dan terbuka, customer service tersebut telah menunjukkan bahwa Anda menghargai waktu pelanggan dan mengetahui apa yang dibutuhkan oleh pelanggan. Hal ini dapat membantu membangun hubungan yang baik, yang dapat menghasilkan lebih banyak pelanggan setia dan lebih banyak bisnis yang berulang.

Dengan aktive listening dapat menjaga hubungan baik dengan pelanggan dan membantu bisnis Anda mempertahankan pelanggan setia, menghasilkan lebih banyak uang, dan mendapatkan nama baik di pasar. Mendengarkan secara aktif adalah bagian penting dalam membangun hubungan baik dengan pelanggan.

Menurut Center for Creative Leadership, pemimpin yang andal dalam skill active listening cenderung mudah mendapat kepercayaan dan hormat dari bawahannya. Oleh sebab itu, keterampilan mendengar aktif patut Anda kembangkan demi menunjang rutinitas di lingkungan kerja dalam memberikan layanan yang baik kepada pelanggan

Pelanggan cenderung nyaman berbicara dengan orang yang memang mendengarkan cerita mereka, ini termasuk kebutuhan dan masalah yang tengah dialami. Pendengar yang aktif terbiasa mendengarkan hingga tuntas dan memahami konteks pembicaraan. Barulah mengambil kesimpulan berdasarkan apa yang telah dipahami. Melalui kebiasaan ini, pelanggan jadi betah dan nyaman berbicara mengenai keluhan kesah.

OUR CLIENT





**Jakarta International
Customer Service Institute**

Persyaratan

- Semua tingkat akademik diperbolehkan
- Pengalaman kerja
- Koneksi internet yang stabil (untuk peserta online)

Silahkan kirim berkas dokumen ke
email: **marketing@jicsi.co.id**

LOKASI

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Citragran Cibubur

Kantor 2

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