

## Tech Tip #12: Out-of-Wallet Questions to Verify Identity & Deter Fraud

Out of Wallet refers to private data used for authentication in telephone or internet banking activities to prevent identity theft. Prompts for out of wallet questions are often generated automatically and are specific to the user from data already collected in databases such as the users' financial transactions, vehicle registrations, and other records. A user is asked typical questions that are easy for them to recall but obscure enough that others would not be able to answer. By asking a series of relevant, multiple-choice questions, your business can confidently confirm that Jane Doe is really Jane Doe.

### How it works:

If your credit union requires an ID check during the eDOCSignature signing experience, the signer will be prompted to the screen below to verify their identity. After filling in their information, they click Next.



The image shows a web form titled "Verify Your Identity" with a globe icon on the left and a help icon on the right. The form contains the following fields: Salutation (with a dropdown menu showing "(Mr, Mrs, Dr, etc.)"), First Name, Middle Name, Last Name, Suffix (with a dropdown menu showing "(Sr, Jr, MD, Esq, etc.)"), Date of Birth (with three input boxes for MM, DD, and YYYY separated by slashes), and Last 4 of SSN. At the bottom are "Cancel" and "Next" buttons.

Salutation	(Mr, Mrs, Dr, etc.)
First Name	First Name
Middle Name	Middle Name
Last Name	Last Name
Suffix	(Sr, Jr, MD, Esq, etc.)
Date of Birth	MM / DD / YYYY
Last 4 of SSN	Last 4 of SSN

[Cancel](#) [Next](#)

The signer will now be presented with questions that are very specific to them. The software will scour billions of public data records to intelligently derive tactful, non-credit-based questions to authenticate an identity. The signer has the option to choose None of the above or to Skip the Question.

Based on the number of questions answered correctly, your businesses can deny or approve the transaction.

 Verify Your Identity  

What is the name of the first school you attended?

- ☐ HARDY
- ☐ THOMPSON
- ☐ SAINT AGNES
- ☐ None of the above
- ☐ Skip Question

 Verify Your Identity  

What is the name of the hospital you were born in?

- ☐ SYMMES
- ☐ SAINT ELIZABETH'S
- ☐ MOUNT AUBURN
- ☐ None of the above
- ☐ Skip Question

 Verify Your Identity  

What was the color of your first car?

- ☐ IMOLA YELLOW
- ☐ DOLOMITE GRAY PEARL
- ☐ OCEAN BLUE PEARL
- ☐ None of the above
- ☐ Skip Question

We're always here to help. If you have any other questions regarding Out of Wallet, please contact a Customer Service Representative at [csr@edoclogic.com](mailto:csr@edoclogic.com) or by phone at 800.425.7766 Option #2.