



Credit Cooperative Strengthens Member Security and Automates Incident Response Processes

About the company

A financial cooperative system operating across multiple regions of Brazil, focused on delivering secure and reliable solutions to its members. With more than 1 million members and a strong presence in the financial sector, the organization prioritizes data protection and client trust.

Challenge

In 2023, the cooperative faced a critical challenge: a significant surge in online fraud. The organization recorded 800 to 900 fake pages per month, representing a constant attack on the brand's reputation. More recently, the security team turned its attention to another growing risk: exposed credentials. After realizing that a single compromised credential could open the door to a cyberattack, the company invested more heavily in continuous monitoring of this vector.

Solution

To combat fraud, the organization adopted Axur's automated takedown solution, capable of rapidly identifying and removing fake pages. For credential monitoring, Axur's platform enabled the cooperative to structure a continuous and automated operation: processes that previously required manual review were integrated directly into the antifraud team's internal workflow, ensuring speed and accuracy in incident detection and response.

Success Story: Security as a Differentiator in Member Service

The partnership with Axur brought important changes to the organization's security operations. Before Axur, credential monitoring required manual effort: analysts had to identify exposures and internally validate each alert. With Axur, this entire process became end-to-end automated, from detection to corrective actions — without the need for human intervention. This automation improved speed, efficiency, and freed the team to focus on strategic activities.

Expanding monitoring to member payment cards was another milestone. By integrating alerts directly with the antifraud department, the team was able to block compromised cards within minutes of detection. In one of the most notable cases, only 15 minutes passed between Axur's alert and the preventive card block. This level of agility not only protected members but also strengthened trust in the organization's service.

Results



800 to 900 fake pages removed per month during the fraud peak in 2023



2 integrations implemented for full automation of credential monitoring



Cards blocked within 15 minutes after exposure detection



100% automated process, eliminating manual analyst tasks



Effective reduction of chargebacks and financial fraud, protecting members and revenue

In the fight against external fraud, Axur's fast response became a standout advantage. During the fraud peak in 2023, the cooperative depended on quick action to remove fake pages — and found this efficiency through Axur's automated takedown capability. Another highlight was the operational experience.

The organization previously tested a competing platform but chose to continue exclusively with Axur due to its smoother integration, more advanced automations, and stronger support offerings.

"The takedown capability gives us peace of mind because we know it's fast. And that's what matters when an incident happens."

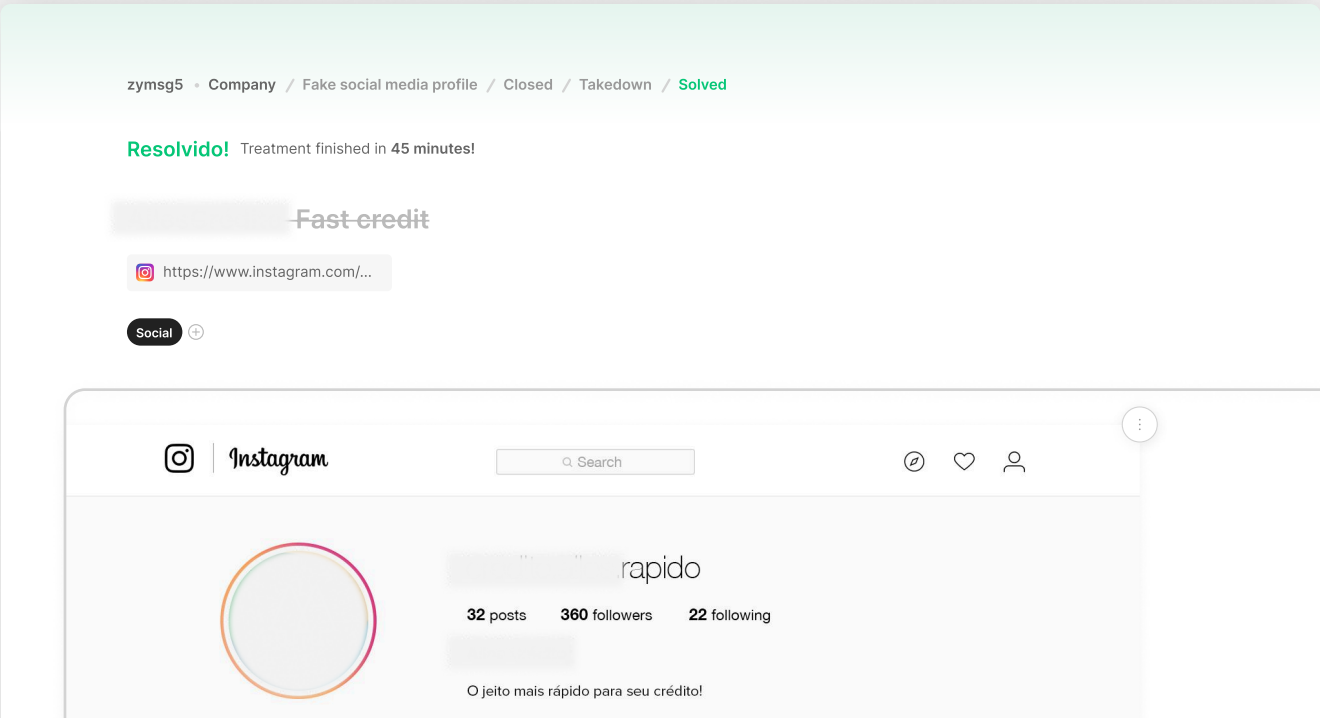
Cybersecurity Analyst

"We don't see Axur as just a vendor, but as a partner that helps us protect our business."

Cybersecurity Analyst

Lastly, Axur's collaborative approach contributed to the continuous evolution of the cooperative's digital security. The organization values the ability to test new solutions before full adoption, ensuring every added technology delivers real value.

At the center of everything is the security of members — protecting their data, safeguarding their money, and delivering reliable service.



Example of a fake profile

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