



Revolut Case Study

Rapid Incident Response and War Room
Coordination for Account Takeover Fraud

Revolut, a prominent fintech company, experienced a significant account takeover fraud incident affecting a substantial number of customers. Facing high-stakes regulatory scrutiny and the urgent need to protect customer assets, Revolut engaged Culture Gem to lead a coordinated war room response.

Key issues included:

- **High-Volume Fraud Incident:** The account takeover fraud impacted a large volume of customers, demanding immediate containment and in-depth investigation.
- **Complex Stakeholder Coordination:** The incident required seamless communication and coordination among Revolut's internal teams, third-party vendors, insurers, and the Data Protection Officer (DPO) to ensure a unified response.
- **Regulatory Compliance:** The response needed to meet strict regulatory requirements, safeguarding Revolut's compliance posture while addressing the fraud effectively.

The Solution

Culture Gem deployed a decisive, multi-faceted response to manage and contain the fraud incident by:

- **Leading the Incident War Room:** Established and managed an incident war room, coordinating real-time investigations and strategy planning to swiftly contain the fraud's impact.
- **Stakeholder Liaison:** Acted as the central liaison between Revolut, third-party vendors, insurers, and the DPO, ensuring all parties were aligned and informed at every step.
- **Regulatory and Compliance Guidance:** Directed efforts to meet critical regulatory requirements, ensuring that Revolut's response was compliant with all relevant data protection and financial regulations.
- **Comprehensive Incident Analysis:** Conducted a thorough investigation into the fraud's mechanisms, identifying weaknesses in account security and contributing to preventative measures for future resilience.

The Results

Culture Gem's strategic response in the war room helped Revolut achieve the following outcomes:

- **Fraud Containment:** Successfully contained the account takeover fraud, reducing customer impact and minimising potential losses.
- **Regulatory Compliance:** Ensured compliance with regulatory standards throughout the response, maintaining Revolut's reputation and fulfilling data protection obligations.
- **Strengthened Stakeholder Relationships:** Efficient, transparent communication strengthened relationships with Revolut's third-party partners, insurers, and regulatory bodies, enhancing collaboration for future incidents.