UTP SHIELD

Your business shouldn't have to pay to feel protected

What is the UTP Shield?

UTP Shield is our free anti-fraud protection software. We detect any suspicious payments and notify your business.

How does the UTP Shield work?

UTP Shield creates a profile of your business. This includes your usual trading hours, the location of customers and your accepted payment methods. We then flag any suspicious payments that are out of the norm. UTP Shield also detects payments that carry a high chargeback risk. We will notify you by email or text, depending on the level of threat. UTP Shield helps protect your business 24/7/365.

Low and high risk

A low level threat could be a customer spending a lot more than average. Yet they pay using chip-and-PIN. We would email you in this situation.

A high level threat is likely to happen online or over the phone. These payments could be made with a fraudulent card or carry a high chargeback risk. We will send you a text and an email, breaking the transaction down for you.

Fraudulent chargebacks

Fraudulent chargebacks usually occur with online orders. Upon delivery, the customer will say the item was damaged or lost in the post. They will contact the bank directly and request a refund. Banks typically side with the customer, and will reverse the payment.

Businesses only have a 20% chance of winning a chargeback dispute.

For more info
utpgroup.co.uk/utp-shield | enquiries@utpgroup.co.uk

SALES	SUPPORT		
0330 99 99 300	0330 99 99 900		
MON – FRI	MON – FRI	SAT	SUN (Incl Public Holidays)
09:00 – 17:30	08:00 – 20:00	09:00 – 18:00	10:00 – 16:00