

VOICE AUTHENTICATION + FRAUD PREVENTION FOR FINANCIAL INSTITUTIONS



FRictionLESS

EFFICIENT



SECURE

ENHANCE SECURITY WITHOUT ADDING FRICTION

Account holders expect a seamless and welcoming experience — whether in a branch or over the phone. Traditional security questions create frustration and delays, making it harder to deliver top-tier service. IllumaSHIELD™ eliminates this friction by authenticating callers in real-time using AI-driven voice biometrics — enhancing security while improving efficiency.

COMBAT DEEPFAKE & VOICE CLONING THREATS

With the rise of AI-generated voice fraud, traditional verification methods are no longer enough. IllumaSHIELD™ protects against deepfake fraud and account takeovers, ensuring that only legitimate customers can access their accounts.

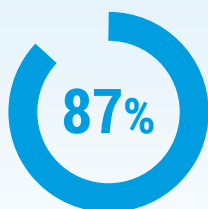
DELIVER A SEAMLESS, IN-BRANCH EXPERIENCE OVER THE PHONE WITH ILLUMASHIELD™

With real-time voice authentication, agents can instantly recognize and verify callers without relying on frustrating security questions. By seamlessly authenticating members during natural conversation, agents can focus on delivering exceptional service—resolving requests faster, more efficiently, and with less friction.

PURPOSE-BUILT FOR BANKS & CREDIT UNIONS

- Affordable & Scalable — Designed for mid-size institutions without an “Enterprise Budget”
- Fast Implementation — Go live in weeks, not months
- Regulatory Compliance — Ensure secure and compliant customer interactions

ENJOY THESE BENEFITS



Reduction in time
spent verifying
customers



Customers say
“yes” when
invited to enroll



Agents enjoy
using this
solution

“We were looking to remove friction from our client experience with the contact center, while also providing enhanced security for our customers’ accounts. We were impressed with the strength of Illuma’s product and delightfully surprised that the solution could be integrated with our digital customer platform within 2 weeks.”

Jennifer Zorn, Executive Vice President and CIO, Evans Bank

“When agents are enrolling callers in IllumaSHIELD™, it’s a seamless interaction. Callers can just say yes. There’s not a line they have to call or phrase to say over and over.”

Katie Johnson, Contact Center Manager, TruWest Credit Union



SHORTER CALLS • BETTER SECURITY • EASIER BANKING

80,000

CUSTOMERS ENROLLED IN 18 MONTHS

82%

LOWER TIME TO VERIFY

0

FRAUDSTERS DEFEATED VOICE BIOMETRICS

NPS

AT 3 YEAR PEAK SINCE LAUNCH



"Our caller verification used to take about 60 seconds. We're at 17.1 seconds on IllumaSHIELD™ today and that number keeps shrinking as machine learning keeps improving the system. Our contact center agents love it too. They feel better protected from fraudsters with lower effort."

Steve Goodwine, Vice President & Director of Contact Center, Hudson Valley Credit Union



"IllumaSHIELD™ has allowed us to shorten our average call time by over a minute. That helps us get through more calls more quickly. Operational expenses go down, agent productivity goes up, and all of that is wrapped in the package of a better, more exceptional experience for the caller."

Chad Rogers, President, Connexus Credit Union

14,700

FTE HOURS ANNUAL SAVINGS OPPORTUNITY

65.5%

HIGHER AGENT IMPACT SCORES

26.3%

HIGHER CUSTOMER SATISFACTION

22.6%

LOWER CUSTOMER EFFORT

ABOUT ILLUMA

Illuma is a FinTech company headquartered in Plano, Texas. Illuma is a leader in real-time voice authentication and fraud prevention for financial institutions. Its flagship solution, IllumaSHIELD™, uses AI-powered voice biometrics to deliver secure, seamless authentication, reducing fraud risks while improving efficiency in contact centers. Recognized at FinovateSpring, FinovateFall, and VentureTech, we are also the exclusive provider for CUNA Strategic Services with endorsements in 34 states.



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