Success story

Group-IB x KICB

How a top-tier commercial bank in Kyrgyzstan
strengthens customer protection against online fraud

About Kyrgyz Investment and Credit Bank (KICB)

NBKR Lic. 046

Industry	Financial services
Year founded	2001
Country	Kyrgyzstan
Implementation partner	Noventiq Kyrgyzstan
Website	kicb.net
Group-IB solution	Fraud Protection

500,000+
customers across the country

200+
ATMs

53
branches. 9 customer service points in remote locations

319+
payment terminals

Background

As banking services in Kyrgyzstan continue to move into digital channels, online fraud is becoming an increasingly critical challenge. The more transactions are conducted remotely, the more opportunities fraudsters have to target customers.

Today, a large share of attacks is aimed directly at banking customers. Social engineering, account takeover, phishing, remote device control, and malware allow criminals to bypass traditional security controls because many fraudulent actions appear legitimate at first glance.

Investigating such incidents also presented a challenge. Information about suspicious activity was collected and analyzed by different departments independently, making it difficult to build a complete picture of fraud-related events.

Challenges

- Growing number of customer-targeted fraud attacks across digital channels
- Difficulty identifying attacks that mimic legitimate user behavior
- Lack of a unified context for analyzing suspicious activity
- Need to strengthen customer protection while meeting regulatory requirements

Why Group-IB?

KICB was looking for a solution that would help the bank more effectively combat modern fraud schemes targeting digital banking channels. The bank entrusted Noventiq, a lstrategic Group-IB partner, with selecting and implementing the solution.

Key factors behind the decision included Group-IB's extensive fraud prevention expertise, the maturity of its technology, and its proven track record working with financial institutions.
Another important advantage was Group-IB's Digital Crime Resistance Center in Tashkent, which provides local expertise and rapid support for organizations in Central Asia.

> For KICB, protecting customers in remote banking channels is a matter of trust and reputation. When evaluating solutions, it was important for them to find a technology capable of identifying sophistic fraud patterns while improving the efficiency of their security team. Fraud Protection fully met these requirements.
>
> Dmitry Kim,
> Director, Noventiq Kyrgyzstan

Group-IB solution

Group-IB Fraud Protection

With Noventiq Kyrgyzstan's support, KICB implemented Group-IB Fraud Protection. The solution combines behavioral biometrics, device fingerprinting, malware detection, remote access detection capabilities, and proprietary threat data from Group-IB Threat Intelligence.

Working through Noventiq Kyrgyzstan gave the bank a single team with shared responsibility, direct access to vendor expertise, streamlined communication, and predictable project execution.

Results

The implementation of Group-IB Fraud Protection helped KICB improve its ability to detect and investigate fraud incidents across digital banking channels.

More effective detection of social engineering attacks

The bank can now identify indicators of fraud scenarios involving customer manipulation, account compromise, and other suspicious activity more quickly.

Improved threat coverage

The security team gained visibility into events that were difficult to detect using traditional approaches to transaction and incident analysis.

Streamlined investigations

A unified view of suspicious activity has accelerated incident analysis and improved the quality of investigations.

Greater control across digital channels

Security specialists now have additional context to assess risks and make informed decisions regarding suspicious events.

Aida Isakova,
Head of Anti-Fraud, KICB

> The most significant result we have seen so far is in combating social engineering attacks. Fraud Protection helps us identify events that were previously difficult to detect through manual review and provides significantly more context for investigating suspicious activity.

What's next

KICB views fraud prevention as a strategic component of its digital banking development. The bank continues to refine its detection rules and is considering further platform enhancements, including transaction analysis and automated response mechanisms for suspicious activity.

Close cooperation between KICB, Noventiq Kyrgyzstan, and Group-IB helps the bank adapt quickly to emerging attack techniques and continuously improve fraud prevention processes as its digital services evolve.

Anvar Anarkulov,
Fraud Analyst Team Lead,
Group-IB Central Asia

> Today, fraudsters increasingly target users of remote banking services. We are proud to help KICB identify these threats and strengthen customer protection. Our team in Central Asia will continue sharing local expertise and supporting the bank in countering emerging fraud schemes.

GROUP-IB

Group-IB is a creator of cybersecurity technologies to investigate, prevent and fight digital crime.

1,600+
Successful investigations of high-tech crime cases

500+
Employees

60
Countries

$1 bln+
Saved by our client companies through our technologies

#1*
Incident Response Retainer vendor

*According to Cybersecurity Excellence Awards

11
Unique Digital Crime Resistance Centers

Global partnerships

INTERPOL
EUROPOL
AFRIPOL

Recognized by top industry experts

Forrester
datos insights
KuppingerCole Analysts
Gartner
IDC
Frost & Sullivan

Fight against cybercrime

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