LegitScript Is More Than a Solution – It's a Partnership

What makes LegitScript Merchant Monitoring different from other solutions? Senior Analyst Domenica Beall explains why human expertise is critical to stopping cybercrime.

With nearly four years at LegitScript, Domenica Beall serves as Senior Analyst on LegitScript's Merchant Monitoring team. On a day-to-day basis, she analyzes merchants, reviews other analysts' work, and provides her teammates with feedback for continual improvement. As a contract lead, she serves as the point of contact to two of LegitScript's Merchant Monitoring clients while assisting with the program's documentation, data integrity, and operations.

In the following Q&A, Domenica talks about her experience with LegitScript Merchant Monitoring and what she has learned about the world of cybercrime after years of tracking down problematic merchants and illicit operations.

In your experience, why is human review so important for effective merchant monitoring?

Human review is the backbone of our merchant monitoring program. Our goal is to provide our clients with clear, concise, and 100% accurate risk analysis. In order to deliver that, we use technology to run initial automated checks on our monitored pool, but an analyst must always manually review anything that was triggered by the system before the analysis gets communicated to the client. By doing so, we avoid not only over-flagging false positives but also erroneous assessments.

What differentiates LegitScript from other solutions?

LegitScript's mission, for sure, and the incredibly smart and dedicated people I get to work with. Knowing that the monitoring we do every day matters and is making a real difference is the most gratifying part of my work. Plus, I have never had a boring day (which is still true after three and half years!). There is always something new to learn.

What is the most challenging part of your job?

The "always learning something new" aspect goes both ways. In dealing with the rapidly changing nature of the internet world, we at LegitScript have to be on top of current high-risk trends around the world, which can be quite challenging (yet also extremely rewarding).

Is there any problematic merchant you've caught that you're especially proud of?

Yes! It happens more often than not. Problematic merchants tend to think they are sneaky, so that's why we provide a holistic risk assessment, which includes a deep dive into website technical data, social media account activity, and of course, underlying transaction laundering detection.

What kind of feedback have clients given your team about the work you all do?

We have received stellar feedback from our clients, who all seem to be extremely satisfied with the quality of the services we provide. One specific piece of feedback I have received was one of our client's appreciation for the trends reports we provide, which include a high level overview of regulatory and/or industry updates.

What's it like to be part of an international, multilingual team with so much diverse experience?

I absolutely love the culture at LegitScript. Having analysts from so many different countries and backgrounds is especially enriching and very welcoming. I feel supported to share my ideas and voice my opinions in a safe and professional environment.

Anything else you'd like to say about LegitScript?

The importance of the work that we do has been even more clear since the start of the pandemic. LegitScript was able to smoothly maintain the same level of accuracy and high quality operations in the midst of chaos, all while working together as a company in our continuous mission to make the internet and payment ecosystems safer and more transparent. I am extremely grateful and proud to be a part of this mission.

LegitScript: Making the Internet and Payment Ecosystems Safer and More Transparent – Now and for Future Generations

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