

# Intelligent Customer Outreach for Check Fraud Prevention

High-velocity, automated RFIs that resolve check fraud alerts in minutes

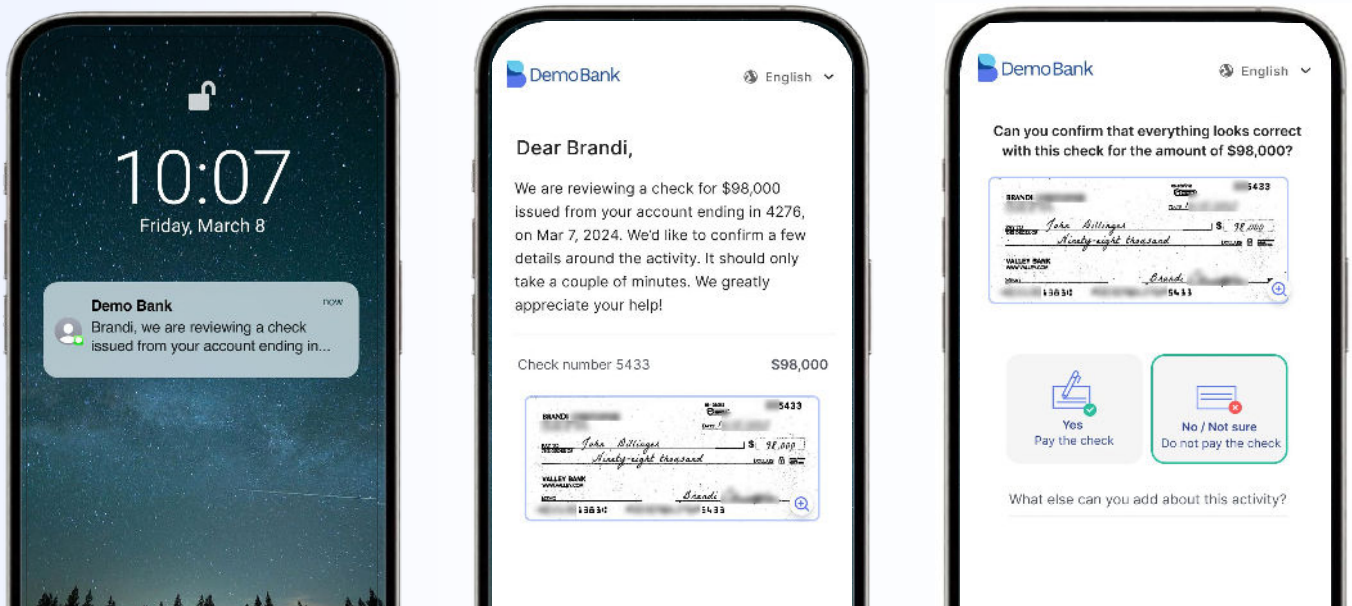
## Refine's Intelligent Customer Outreach

Working with any existing detection system, Refine's Intelligent Customer Outreach for Check Fraud Prevention reaches out automatically to customers whose checks were flagged as suspicious.

Customers are notified via multiple communication channels depending on bank policies and customer preferences, then engage in a user-friendly inquiry that presents the details and scan of the alerted check. They are asked about the beneficiary and overall validity of the check, allowing them to resolve the alert themselves. Their answer is then automatically routed to the relevant 1st or 2nd line team, and everything is tracked in a back-office tool that has a full audit trail and automated workflows.

- Works with all check fraud detection systems, maximizing their effectiveness
- Instant, automatic delivery through multiple digital communication channels
- The customer and analyst receive a digital scan of the check under review, with automated blurring of PII
- Recording of digital session, audit trail of responses
- Digital footprint: geo-location, device parameters
- Effective 1st/2nd line workflow management
- Multi-language customer interface
- Configurable customer reminders

This user-friendly digital interaction supports multiple workflows. The inquiry results are then routed to the 1st/2nd line team depending on the workflow.



# Product Components

Refine automates the process of creating, sending, receiving, tracking, and acting on customer-facing inquiries (RFIs), enabling the bank to manage the surge in alerts more efficiently.

The screenshot displays the 'RFI List' interface for 'RFI #396'. The header includes 'DemoBank', 'RFI List', and navigation options like 'Create RFI from file' and 'Download Reports'. The main content area shows a message from 'Chris Jones' regarding a client outreach for 'Brandl C.' on March 8, 2024. The message text states: 'We are reviewing a check for \$98,000 issued from your account ending in 5433, on Mar 7, 2024. We'd like to confirm a few details around the activity. It should only take a couple of minutes. We greatly appreciate your help!'. A check preview is shown with the following details: Payee: BRANDI, Pay to the order of: John Dillinger, Amount: \$ 98,000, Date: 12/15/2023, and Account: 5433. A summary box on the right indicates the status is 'Completed', the branch is 'jconnor@bank.com', and the client has approved the check.

## Investigator Portal

Fraud teams use the portal to create and track digital RFIs, gain insights into their check outreach workflow, confirmed fraud vs. verified checks, and statistics related to customer RFIs. The portal has a rich and customizable reporting system.

## User-Friendly Inquiry

Digital inquiries can be optimized to your unique investigation process, risk appetite and customer behaviors. Specifically, it can support multiple check fraud playbooks, depending on customer classifications and characteristics (i.e. age group, account type: personal vs. business, and more).

## Performance Metrics

**42%**

response rate within 15 minutes

**61%**

response rate within 1 hour

**72%**

response rate within 2 hours

**78%**

response rate within 4 hours

**82%**

response rate within 5 hours (cut-off time)

**54%**

add optional information

## Key Benefits



Rapid Alert Resolution



Strong Customer Trust



Streamlined Investigations and Workflows



Significant Fraud Loss Reduction