

Partner with Your Customers to Fight Check Fraud

Give time back to your Front Line and Operations teams. Have your customers inspect suspect checks and resolve alerts in seconds.

Your Customers Are the Best Analysts

High FP rates, manual screening, and multiple escalations to the Front Line? This is the daily routine of banks fighting Check Fraud.

With Refine, you fight smarter.

Refine automatically engages customers whose in-clearing checks were flagged as suspicious. They go through a user-friendly inquiry that presents the suspect check for inspection.

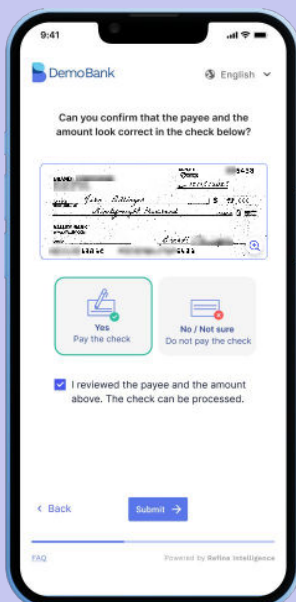
Your **Front Line** gets time back by no longer chasing customers over the phone around check fraud.

Fraud teams cut investigation time and catch more fraud by targeting alerts below operational thresholds with digital RFIs instead of more analysts.

Features

- Works on top of all check fraud detection systems, maximizing their effectiveness
- Instant, automatic delivery through multiple digital communication channels
- The customer is asked to inspect a digital image of the check
- Fast, accurate, consistent fraud feedback for better calibration of the detection system
- Eliminate risk of ATO incidents and internal fraud
- Full orchestration of workflows
- Automated reminders
- 100% consistency

Performance Metrics



82%

Reduction in time spent by the Front Line on Check Fraud

72%

Customer response rate for Check Fraud within 2 hours

Key Benefits



Giving Time Back to the Front Line



Streamlining Workflows



Positive Customer Experience



Catching More Fraud