

# Partner with Your Customers to Fight Bank Impersonation Attacks

Give time back to your Frontline and Operations teams. Have your customers inspect suspect wire/ACH transactions and resolve alerts in seconds.

## Your Customers Are the Best Analysts

Bank impersonation attacks are skyrocketing. Using AI and automation, criminals are running large, high-quality account takeover schemes.

Callbacks by frontline teams or operations are inefficient: customers don't answer, and outreach is resource-intensive, high-friction, and low-yield.

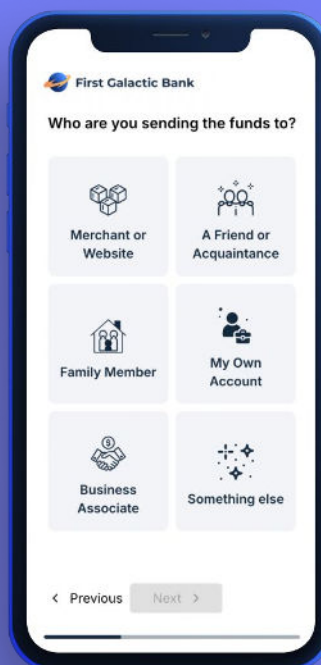
### Refine is a Game Changer.

Refine automatically engages customers across multiple channels, asking them to verify suspect wire or ACH transactions and provide context on the beneficiary and the nature of the transfer.

Your **Frontline** and **Ops teams** get time back, and your fraud controls become future-proof, efficient, and accurate.

## Features

- ◆ Refine's agentic AI assists the team by automatically recommending which alerts should trigger an inquiry. Optionally, send inquiry when a callback is needed
- ◆ Customer often answer in **minutes**. Response rate is **over 80%**
- ◆ Scales up automatically to meet large attack waves
- ◆ Works on top of all Wire/ACH fraud detection systems, combining agentic AI capabilities
- ◆ Send inquiry to multiple parties at once to maximize response rate and prevent scam and elders abuse
- ◆ Fast, accurate, consistent fraud feedback
- ◆ Playbook adapts to emerging attacks
- ◆ Full orchestration of internal bank team workflows



# 75%

Reduction in time spent by Frontline/Ops on Wire/ACH Fraud

# 82%

Customer response rate within 5 hours

## Key Benefits



Giving Time Back to Frontline and Ops



Consistency & Accuracy



Positive Customer Experience



Catches current & future fraud