

Fight BEC (Business Email Compromise) with automated customer outreach

Help your business customers prevent BEC scams through targeted digital inquiries that educate, guide and change risky behaviors

It's Time to Put a Stop to BEC

Business Email Compromise is the number one source of customer loss by dollar value, and with new deepfake and GenAI capabilities, it's becoming even harder for customers to spot.

Every incident can amount to hundreds of thousands of dollars and generate significant operational and legal costs.

Callbacks by frontline teams or operations are inefficient: customers don't always answer, and even when they do, they typically verify the transaction.

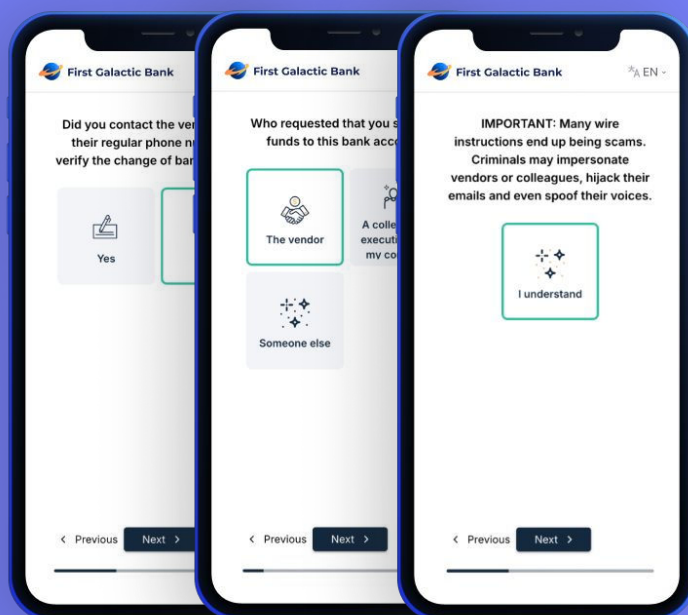
Refine is a game changer.

Refine automatically engages business customers across multiple channels, asking them to explain how they received instructions for suspect wire or ACH transfers. It provides in-context education, guidance, and best practices designed to prevent BEC before it happens.

Features

- ◆ Supports vendor compromise and CEO scam scenarios
- ◆ Fully automated, AI powered: no need to call customer
- ◆ Full audit trail in case of later disputes
- ◆ Customer often answer in **minutes**. Response rate is **over 80%**
- ◆ Guides customer through risky paths, providing them with targeted advice, guidance and specific requirements based on how transfer request was made
- ◆ Works on top of all Wire/ACH fraud detection systems. Does not require integration with the banking app
- ◆ Sends inquiry to multiple parties at once. Makes sure inquiry doesn't go to recently changed phone, email or a newly added party
- ◆ 100% consistent - and adapts to emerging attacks

Fully Customizable Playbook



Key Benefits



Giving Time Back to
Frontline and Ops



Consistency
& Accuracy



Customers feel
involved & protected



Catches current
& future fraud