REFINE INTELLIGENCE

SOLUTION BRIEF

# Autonomous Resolution for Check Fraud

## Through Automated, Trusted Customer Outreach

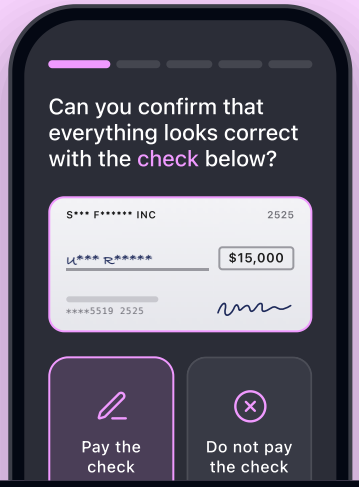
Eliminate 89% of alert handling load. Have your customers inspect suspect checks and resolve alerts in seconds.

**89%**

### Auto-resolution

for check fraud alerts. No analyst, no branch, no calls to customer.

**32 Sec** Median time for Customers to resolve the digital inquiry




## Your Customers Are the Best Analysts

High false positive rates, manual screening, and multiple escalations to the frontline? This is the daily routine of banks and credit unions fighting check fraud.

With Refine, you fight smarter.

Refine automatically engages customers whose in-clearing checks were flagged as suspicious. They are contacted via channels they trust, and go through a user-friendly digital inquiry that presents the suspect check for inspection.

Fraud Operations and Deposit Operations eliminate over 89% of alert review, gain higher accuracy, and catch more fraud.

Frontline can focus on selling deposits and servicing customers, and stop chasing customers over the phone around check fraud.

## KEY BENEFITS

- Extends to check deposit fraud
- Great Customer Experience
- 89% workload reduction

## FEATURES

- Trusted by leading top tier, midsize and community banks
- Works on top of all check fraud detection systems, eliminating alert review and chasing customers over the phone
- Supports multiple check verification and exception handling
- Performs better than Positive Pay - but without the hassle
- Eliminates risk of ATO incidents
- Full orchestration of internal workflows

www.refineintelligence.com