CASE STUDY

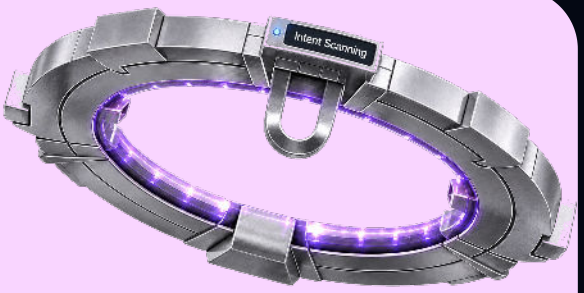
Valley Bank Automates Check Fraud Verification

Valley eliminated 89% of manual alert review, and stopped using the frontline as an escalation point for chasing customers over suspect checks.

In September 2026, Refine's platform provided unmatched value:

>80%

Workload reduction



$8.5m
In fraudulent checks flagged by customer since launch

89%
Of daily alerts auto-resolved without analyst review

32 sec
Median time to complete digital inquiry

>70,000
In clearing checks verified through Refine since launch

Fraud Resolution at Scale

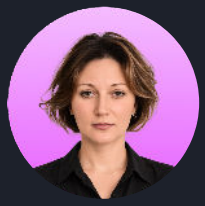
Working on top of Valley's existing detection system, the bank's Operations team stopped reviewing alerts or calling customers, and instead use Refine to process alerts automatically until they are fully resolved.

Refine pulls alerts from the detection system, handles exception automatically, and engages customers through multiple branded communication channels, launching a user-friendly inquiry that presents the suspect check for their inspection.

The Ops team avoids the morning rush of reviewing check fraud alerts, Front Line no longer chases customers in the busiest time of day, and the bank customers finally have a fraud communication channel they fully trust.

KEY BENEFITS

- Great Customer Experience
- Consistency
- Audit Trail
- Catching More Fraud



"Customers hold the information we need. We need to partner with them and establish trusted communication. It's not just about individual transactions, it's a strategy.

Speed is what matters in fraud. We need to be able to resolve cases in minutes.

Through Refine, we're seeing an opportunity unfold that banks haven't really tapped into before."

Kate Pundik
Fraud Program Operations Manager, Valley Bank

www.refineintelligence.com