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Brochure

IFM Solving for Fraud Claims and Investigations

Covering The Entire Fraud Life Cycle from Prevention to Resolution

In an era dominated by a surge in scams and authorized fraud, Financial Institutions (FIs) and Fraud Management Organizations confront an unprecedented challenge. The evolving regulatory landscape imposes an increasing burden on FIs to manage investigations, mitigate claims, and oversee overall client resolution processes. Neglecting these critical areas results in consequences such as rising labor costs, heightened fraud losses, diminished customer experience, regulatory actions, and the potential threats of reputational damage.

This multifaceted challenge has Financial Institutions grappling with issues in fraud claims management and investigation functions. Siloed, error-prone manual processes within these systems create significant hurdles. The disjointed nature of functions, systems, and organizational structures, combined with the absence of fraud feedback loops, impedes the optimal performance of AI/ML models crucial for effective fraud prevention strategies.

Adding to the complexity is the prevailing surge in fraud and consumer scams over recent years, drawing increased scrutiny from regulatory bodies. With global regulatory changes looming, FIs find themselves at a pivotal moment. Addressing these challenges is not only essential for meeting regulatory timelines (SLAs) but is also imperative for ensuring a seamless client resolution experience. Moreover, FIs must brace themselves for the anticipated surge in scam cases resulting from imminent regulatory shifts.

This intricate landscape necessitates a proactive and strategic approach from FIs, compelling them to fortify their systems against both new and emerging fraud and the impending wave of regulatory changes worldwide.

Elevate Financial Fraud Coverage: Unveiling IFM for Fraud Claims and Investigations

Discover a fundamental change in fraud prevention with IFM for Fraud Claims and Investigations. This revolutionary platform is meticulously engineered to empower FIs in seamlessly investigating, managing, and resolving fraud claims. The comprehensive strategy confronts challenges head-on, ensuring strict compliance with regulatory timelines while streamlining operational efforts and sharing of critical learnings,

IFM for Fraud Claims and Investigations extends IFM's AI-powered fraud prevention coverage through the end-to-end process of fraud claims and investigations, an area that has been neglected and overlooked. Enhancing this functional area with IFM leads to benefits addressing the Total Cost of Fraud: Customer Experience, Fraud Losses, Operational Expenses, and Regulatory Compliance.

Key Capabilities

- 1. Unified Systems:** Consolidate disparate systems into a centralized platform, eliminating silos and enhancing operational efficiency.
- 2. Automation:** Streamline manual processes, reducing errors and saving valuable time for operational teams.
- 3. Fraud Feedback Loop:** Leverage an automated feedback loop to optimize AI/ML model performance.

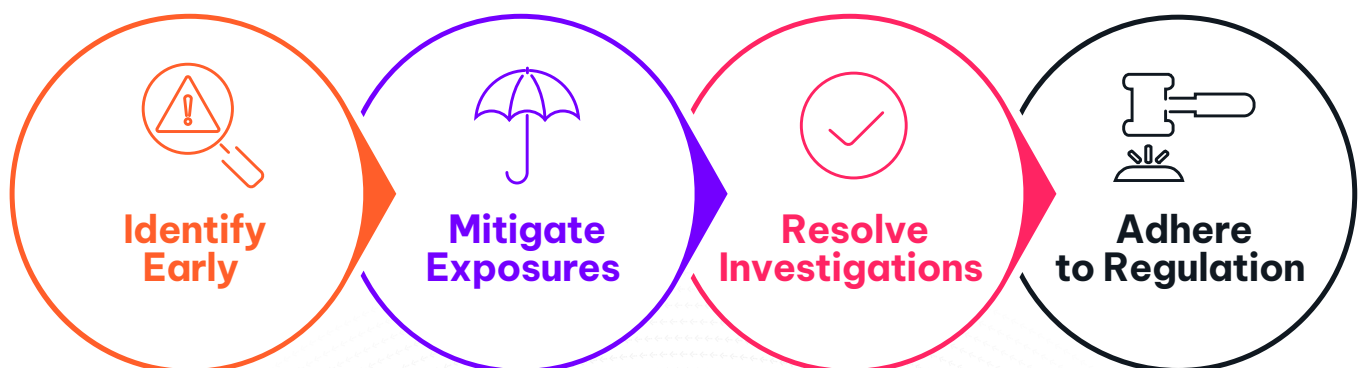
Empower Your FI's Future with IFM for Fraud Claims and Investigations

Release the handcuffs of legacy technology and outdated processes—IFM for Fraud Claims and Investigations is the key to overcoming slow, very manual, and highly regulated challenges. Position your claims and investigations teams for success with a unified platform.

Seize the opportunity to elevate your fraud operations and pave the way for a future of efficiency and excellence. With IFM, the solution designed for today's challenges and tomorrow's triumphs, the path to Claims and Investigations success begins now.

Benefits

- **Efficiency Redefined:** Drastically reduce labor costs through streamlined and automated workflows.
- **Regulatory Compliance:** Avoid fines by consistently meeting regulatory timelines and obligations.
- **Enhanced Customer Experience:** Improve client satisfaction, reduce attrition, and foster trust and loyalty through a seamless resolution process.
- **Reputation Protection:** Safeguard your institution's reputation by proactively addressing fraud claims and regulatory requirements.
- **Loss Minimization:** Take control of authorized fraud and scams to minimize financial losses.



Know more. Risk less.

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About NICE Actimize

NICE Actimize is the largest and broadest provider of financial crime, risk and compliance solutions for regional and global financial institutions, as well as government regulators. Consistently ranked as number one in the space, NICE Actimize experts apply innovative technology to protect institutions and safeguard consumers' and investors' assets by identifying financial crime, preventing fraud and providing regulatory compliance. The company provides real-time, cross-channel fraud prevention, anti-money laundering detection, and trading surveillance solutions that address such concerns as payment fraud, cybercrime, sanctions monitoring, market abuse, customer due diligence and insider trading.

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