BizAI Use Case: Check Fraud Affidavit & Claims Processing

INDUSTRY	FUNCTION	PROCESS AREA
Retail & Business Banking	Customer Service, Fraud Operations, Risk & Compliance	Customer Fraud Claims, Compliance & Documentation Automation

01 Challenge

Check fraud remains a major operational burden for banks: **63% of organizations report being impacted by check fraud, and physical checks are the most targeted payment method**[1].

When customers identify fraudulent check activity, they must initiate a fraud claim process which requires banks to collect and validate:

- A signed customer affidavit
- A notarized sworn statement
- Transaction details for internal review
- Supporting documents (e.g., voided check images, statements, ID, correspondence)

These submissions are unstructured, vary by case, and often include handwritten and scanned content. Strict reporting rules apply making accuracy and processing speed **critical to avoid financial loss and denied claims**.

Historically, analysts manually reviewed each file, validated signatures and notarization, compared claimant identity to account records, checked submission completeness, and keyed data into internal case systems.

This resulted in:

- **High staffing load** for fraud ops teams
- **Delays** in claims resolution and customer reimbursement
- Potential **compliance gaps and missed SLAs**
- **Inconsistent** documentation and validation quality
- Overall **dissatisfied customers**

With mobile deposit fraud and duplicate check schemes increasing, banks need a scalable, automated solution to validate customer affidavits, reduce fraud losses, and accelerate claims decisions.

[1] AFP 2025 Study: Payments Fraud and Controls Survey Study

02 Fisent BizAI Solution

BizAI enables the end-to-end automation of the affidavit-based check fraud intake and review process, including:

- **Ingest all customer materials** — *emails, PDFs, scanned forms, photos, check images*

- **Validate affidavit completeness** — *correct form, required fields, dates, IDs*

- **Verify notarization & signatures** — *confirm notary elements, match customer identity*

- **Extract key case data** — *dates, amounts, check numbers, account IDs, claimant details*

- **Fraud type classification** — *forged endorsement, altered check, counterfeit, mobile deposit, etc.*

- **Ensure timeliness** — *flag if reported within required window*

- **Package structured data** *for fraud case investigators & core systems*

- **Enable flags or exceptions routing** *in enterprise workflow tool*

03 Business Impact

Outcome	Anticipated Results
Reduced manual review time	~70–80% reduction per claim
Accuracy & compliance	95%+ validation accuracy on affidavit completeness & signatures
Cycle time	Hours → Minutes; faster reimbursement & fewer customer disputes
Fraud risk reduction	Early detection of invalid claims, incomplete forms & non-qualifying submissions
Operational scale	~2–3 FTE capacity freed per 1,000 claims/day
Data readiness	Structured data output to fraud case systems

04 Why It Matters

By freeing analysts from document triage, banks improve customer experience and strengthen fraud controls.

Check fraud claims are time-sensitive and resolution delays carry risk: funds recovery can take 90–120 days or more, and banks ultimately bear losses if claims are late or mishandled. Automating affidavit intake ensures:

- Faster detection and processing
- Standardized compliance checks
- Reducing fraud losses by improving claims coverage and adopting a robust claims process
- Better customer trust during stressful fraud events

05 BizAI Actions Used

Analyze: Identify fraud type, flag risk or missing elements, summarize overall claim for instant analysis

Verify: Check affidavit completeness, match customer information, notarization validation

Extract: Extract key data elements (structured or unstructured) required for process initiation and automation

Structure: Convert all inputs into structured data mapped to the specific case data model enabling downstream automation

06 Summary

BizAI transforms check-fraud claim processing by enabling the full automation of affidavit review, notarization verification, document extraction, and case initiation — ensuring accuracy, compliance, and rapid customer reimbursement while reducing fraud exposure - at scale.