

Lessons Learned: Fighting Financial Crime During and Post Covid-19

presented by: **NICE** ■ **ACTIMIZE**

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Slide Link

Today's slides can be found online at:

<http://bit.ly/2021-07-26-Financial-Crime>

We Encourage Questions

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Today's current **business landscape**

39% 
of consumers used new products,
services, or new banking methods
during the COVID pandemic

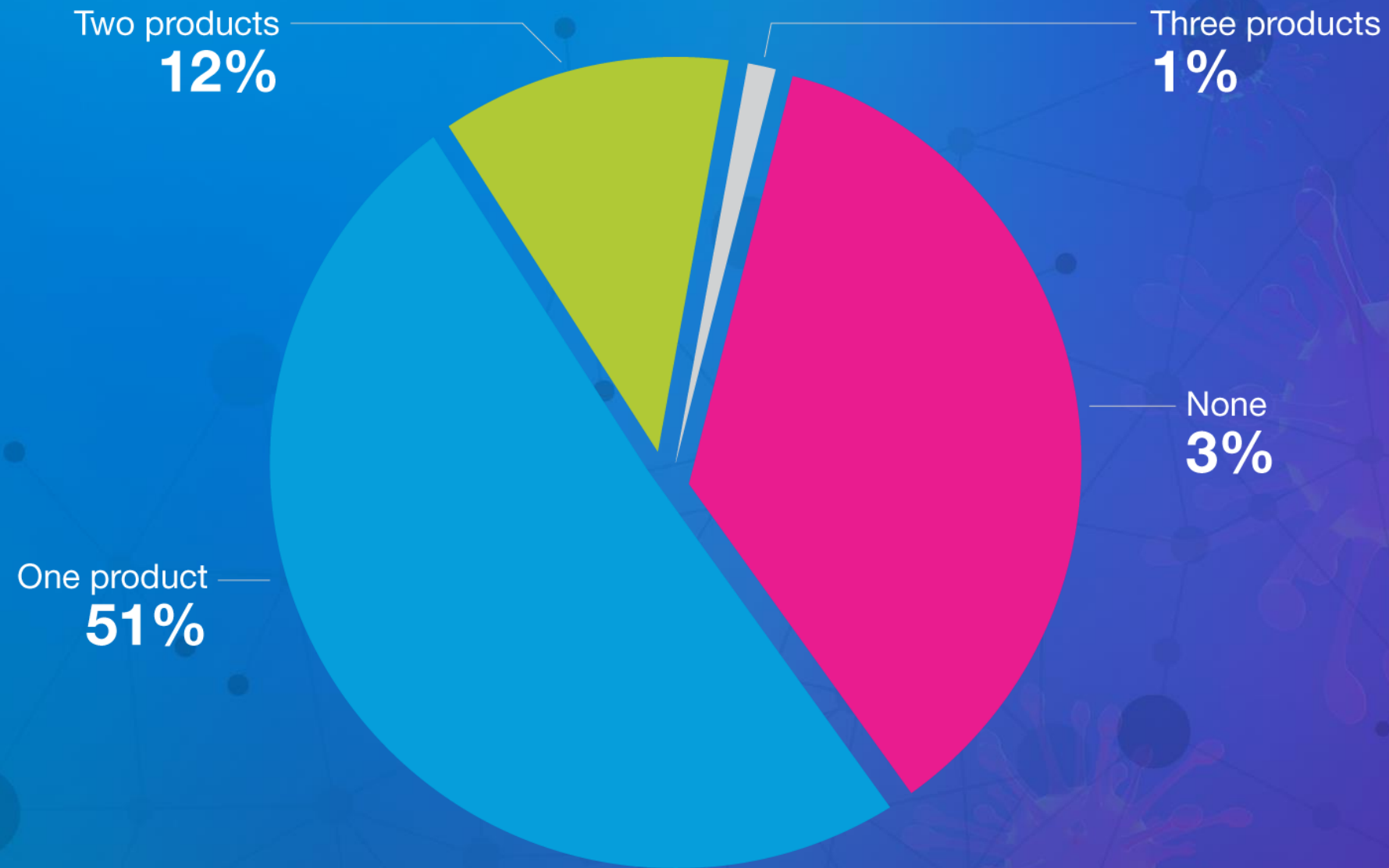
48% 
of consumers using new products
and services tried Zelle, Venmo
or another service

67% 
of consumers using new banking
methods tried mobile banking

62% 
of consumers using new banking
methods tried online banking

Community Banks & Credit Unions with Faster Payments Capabilities

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Source: Aite Group survey of 117 community banks and credit unions, Q2 2020

The Zelle logo is displayed in a yellow, stylized font.

67%

of community banks &
credit unions indicate
customers are asking
for Zelle



45%

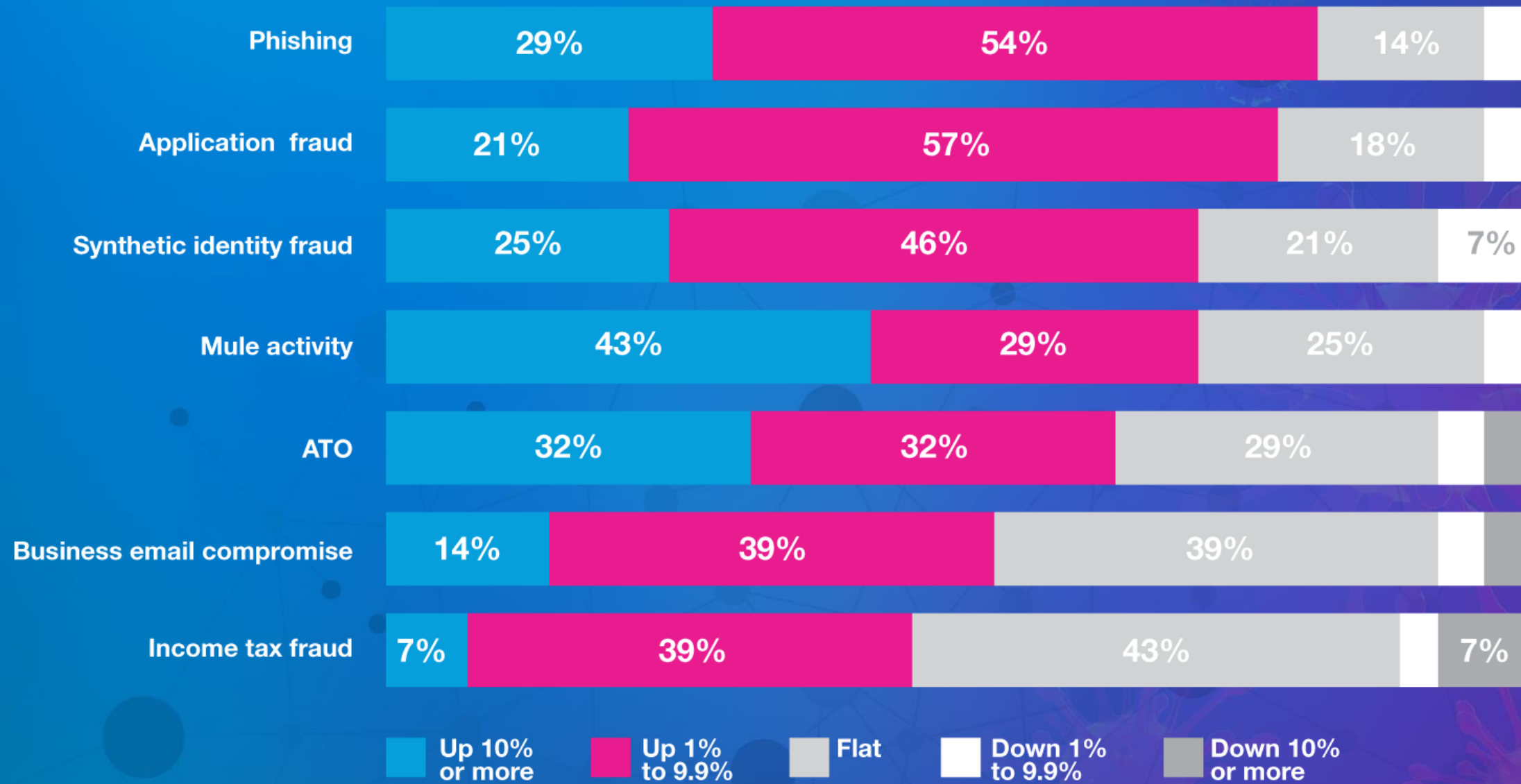
of community banks &
credit unions indicate
customers are asking
for same-day ACH



82%

of community banks &
credit unions indicate an
additional faster
payment rail is a priority

Trends in Fraud Attack Methods in 2020 vs. Pre-Pandemic Period



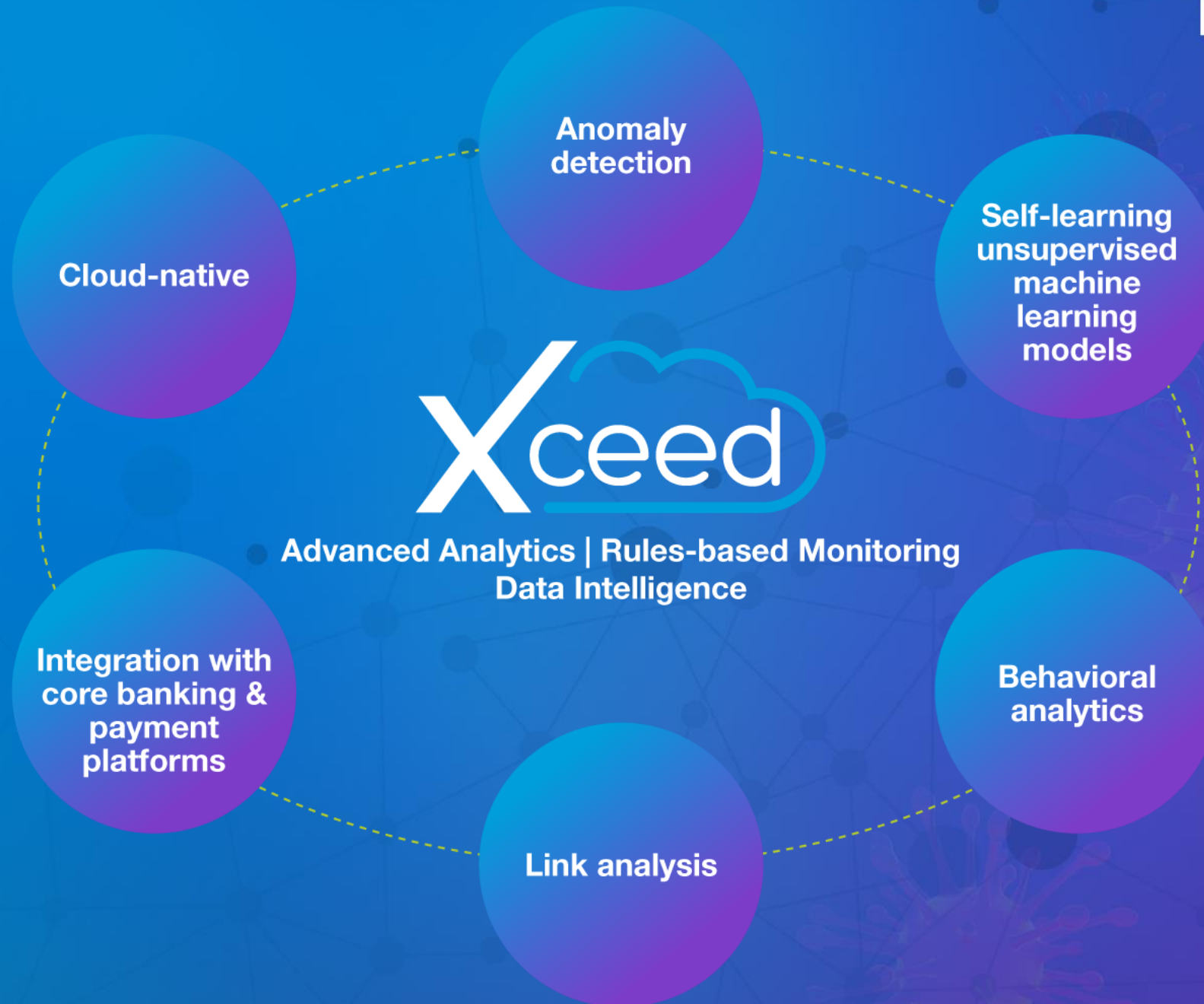
Source: Aite Group's survey of 47 financial services fraud executives, September 2020





Xceed

Smarter, Faster FRAML





**Omnichannel
fraud detection &
intervention**



**Anti-money
laundering**



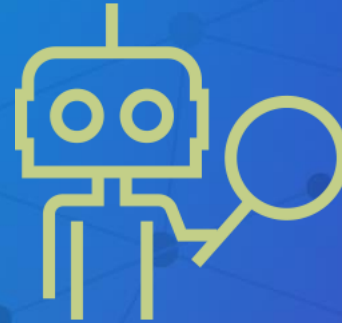
**Unified case
management &
reporting**



Real-time fraud detection modules identify and stop compromised accounts before transactions are processed



Anomaly detection facilitates swift intervention on bad actors, while ensuring good customers experience minimal friction



AI-generated risk scoring lowers false positives, prioritizes analyst activity, and optimizes investigations



Self-learning models quickly adapt and respond to changing circumstances and uncover new and emerging threats

What should organizations
be mindful of...

and how can they **avoid
sacrificing quality?**

How can
**centralized data
intelligence
improve investigations?**

What are the benefits of a
**unified case
management system?**

Risk monitoring in action

KEY TAKEAWAYS

How Fraudsters Win

How We Win

Q&A

If you have additional questions
or would like more information,
please contact us at:
info@niceactimize.com



Thank You

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