

Centrix Dispute Tracking System (CentrixDTS™) with Fraud Alert

Financial Institutions (FIs) are constantly bombarded with claims of fraudulent activity. These breaches threaten assets and put hard-won account holder trust in jeopardy. To protect themselves—and that trust—FIs must respond quickly to claims of fraud with accurate information. But tracking and reporting fraud incidents is a struggle for FIs of all sizes—and understanding the impact of fraudulent activity is a complex and labor-intensive endeavor that often yields little clarity.

FIs need a solution that simplifies the administration of disputed electronic transactions and helps them quickly and easily track fraud. Q2 and Centrix understand this, and have created the Fraud Alert module to boost the functionality of their CentrixDTS™ case management platform. Building on the back office capabilities of CentrixDTS™, the Fraud Alert add-on empowers FIs to quickly and accurately track and report breaches, as well as measure the financial impact of card breaches.

Fraud Alert Features

- **Importing Compromised Card Files**

Users can set up alerts to flag card numbers associated with compromised card files sent by Visa, MasterCard, or Discover. Fraud Alert can then automatically associate fraud claims with corresponding card breaches. This helps FIs quickly determine the validity of fraud cases and access the necessary details of security breaches.

- **Specific Breach Reporting**

Fraud Alert quickly provides details surrounding specific breaches, such as potential loss, actual loss, number of disputes, and number of involved cards. Users will be able to drill down into the data provided for more detail as well as export reports to Excel.

- **Summary Breach Reporting**

The Summary Breach reporting feature of the Fraud Alert module provides a high-level overview of all breaches, offering FIs the ability to compare fraud events and cases to gain a better understanding of which breaches are currently impacting their assets and account holders—and how.

By adding Fraud Alert's powerful reporting to existing CentrixDTS™ functionality, FIs can take fraud and dispute tracking to the next level—saving time and resources while minimizing the loss of assets to fraud. This ability to respond quickly and accurately to potential fraud can transform security measures into opportunities to satisfy, win, and retain account holders.

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