

## An alternative to DEPOSIT CHEK® check readers:

### Web-based DEPOSIT CHEK® with TrueChecks®

#### Success at KEMBA FCU

GAHANNA, Ohio-Tellers at KEMBA Financial CU here feel more comfortable accepting checks, thanks to a new tool that simultaneously identifies counterfeits and closed or NSF accounts.

"Tellers' confidence has increased because they're getting so much more information about each check," explained Tracy Bachman, director of branch operations at the \$652-million credit union. "They no longer feel leery about whether to take a check or put a hold on it, and our check losses continue to decline."

KEMBA has avoided more than \$260,000 in potential losses since 2009 when it deployed TrueChecks® technology from the Advanced Fraud Solutions (AFS) she said.

The counterfeit-check solution was enhanced in May when AFS integrated TrueChecks with the DEPOSIT CHEK® service, from Scottsdale, Ariz.-based Early Warning Services, which provides KEMBA with information about closed and NSF accounts.

"AFS is the only company that has integrated two of the best check fraud databases into one web interface for tellers," Furthermore, KEMBA no longer has to pay a maintenance fee for the DEPOSIT CHEK® machine.

In the end, TrueChecks paid for itself in less than two months, Bachman said. Previously, KEMBA identified closed and NSF accounts by running checks through a separate DEPOSIT CHEK® machine, Bachman continued.

"DEPOSIT CHEK® would tell us if the MICR line would be read properly and whether a personal account was closed," she said. "DEPOSIT CHEK® was missing the counterfeit piece."

With the new TrueChecks, the teller enters information from a suspicious check. TrueChecks displays counterfeit information on one screen tab and closed and NSF information on a second tab, Bachman said. "There's no more need for DEPOSIT CHEK® machines cluttering up the desktop areas behind the teller lines."

The TrueChecks tab alerts KEMBA with a red or yellow warning sign depending on the severity of check fraud risk, Bachman said. "Red means the check is an exact match to a bad account or routing number in the database. There's high probability that the item is fraudulent." Additional information about the item is given in paragraph format.

The DEPOSIT CHEK® tab tells KEMBA whether the account is closed and gives return information, plus any additional info about the account in paragraph format.

Both tabs allow tellers to quickly report a fraudulent check to the TrueChecks database. "Everything with TrueChecks is Internet-based," said Bachman.

Tellers have honed their ability to address check fraud over the years, in part due to TrueChecks, Bachman suggested.

KEMBA processes about 25,000 checks per month, and catches about five fraudulent items per month through TrueChecks, Bachman estimated.