

The background of the top half of the slide is a photograph of two women sitting at a desk. The woman on the left is wearing a white button-down shirt and is smiling while looking at a laptop. The woman on the right is wearing a light pink top and glasses, looking towards the laptop. There is a small potted plant and a white cup on the desk to the left.

**Build trust and improve customer experience -
A 360° degree strategy with a collaborative
approach to combat fraud and financial crime**

Address & overcome Regulatory Hurdles, Synthetic Identities,
AI Threats, and Cross-Border Attacks

'Consult to Operate' offering encompassing Advisory,
Technology and Operations in Financial Crime and Compliance



OUR CAPABILITIES:

We offer 'Consult to Operate' services encompassing Advisory, Technology and Operations in Financial Crime and Compliance

KYC/AML Service Offerings

Advisory

- Program Maturity Assessment
- AML Risk Assessment
- Process / Digital Transformation Consulting
- Process Mining

KYC

- Onboarding KYC Checks (CIP, ID&V)
- CDD/EDD
- Risk Profile Checks
- Periodic Reviews
- One time/Ongoing Remediation Projects

AML Alerts

- Customer Screening
- Payments Screening
- Sanctions Screening PEP / Adverse Media Screening
- Transaction Monitoring
- SAR, CTR Reporting

Data and Technology

- Data Strategy
- Data Management
- Digital Intake Portal

Fraud Service Offerings

Originations & Underwriting

- Application Scoring
- Verification
- Credit Limit / History Review
- Decision Making (Approve / Decline)

Fraud Detection

- Identify Key Fraud Trends
- Establish Rules and Algorithms 3rd Party Monitoring
- Transaction Monitoring Block / No block
- Customer Outreach

Disputes/ Claims

- Disputes / Claims Initiation
- Claims review and Monitoring
- Transaction Verification
- Approve / Decline Claims
- Initiate Chargebacks

Investigation

- Investigate High Value Claims
- Investigate 3rd parties / Agencies
- Representation / Pre-arbitration
- Case Remediation

HOW WE TRANSFORM BUSINESSES:

1,500,000+

Fraud transactions per year

500+

Fraud analysts globally

360°

Approach to anti-fraud control measures

75%

Revenue leakage savings

Third Party

Fraud management platform integration

Gen AI Accelerators

Document AI, Speech AI, Conversational AI

PROVEN DIGITAL TOOLS, ACCELERATORS, AND FRAMEWORKS

Proprietary



Gen AI platform designed to build Enterprise AI capabilities. DocumentAI, PredictAI, ConversationalAI, GraphAI and more...



Patented enterprise-wide platform for automating QC, Risk Management and Regulatory Compliance

Partnerships



Operations Management Platform compatible with Multiple operating systems



Process Mining Business & Communities tool with the Celonis Execution Management system (EMS)



Conversational Automation Platform that delivers the sophisticated, accurate, personalized, and automated customer experiences

SOLUTION ENABLERS



Customer Experience



Risk & Compliance



Reporting & Analytics



Information Security

CASE STUDIES



Check fraud of ~\$45MN saved for a Top 40 U.S. Bank



Identified Suspected Deposit Fraud items worth of \$330 Mn in last one year



About Coforge Business Process Solutions

Coforge is a global digital services and solutions provider, that enables its clients to transform at the intersect of domain expertise and emerging technologies to achieve real-world business impact.

Coforge Business Process Solutions (Coforge BPS) is a disruptive AI-led business operations provider, driving profitable growth for our customers with compliant outcomes, data insights and enhanced experiences. Coforge BPS is augmenting Business Process services and human capital with AI to enhance customer experience, improve business effectiveness and increase efficiency.



Banking &
Financial Services



Mortgage, Title Insurance
& Property Tax



Insurance



Travel, Transport
& Hospitality

Highlights

24,000+
Employees globally

\$1 Bn
FY23 Revenue

140+
Clients

12+ years
Average tenure of
Top 10 customers

55+%
Revenue from
BFSI

21
Countries

25+
Delivery Centers

Coforge



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