# Texas National Bank amplifies fraud prevention with Abrigo Fraud Detection

Case Study

Texas National Bank is a community financial institution headquartered in Jacksonville, Texas, that supports all types of customers, from small rural agriculture to some multimillion-dollar commercial properties. The bank has made significant investments in a robust fraud prevention program, prioritizing both cutting-edge technology and close collaboration with law enforcement. The bank turned to Abrigo's new fraud detection software to address evolving fraud risks.

## THE CHALLENGE: INCREASING FRAUD THREATS AND COMPLEXITY IN DETECTION

Stephen Wager, Chief Risk Officer and Chief Compliance Officer at Texas National Bank, saw a growing need for sophisticated fraud detection methods as fraud risks escalated in his region, particularly along the Dallas-to-Shreveport corridor. With high stakes—including significant fraud losses on cashier's checks—Wager sought a solution that could tackle both the volume and sophistication of fraud the bank was facing.

"Our fraud detection goal is a loss of zero," Wager stated. "The stakes are high, and every dollar lost is significant, especially when you consider the volume of loans needed to offset even small losses."

The bank required a solution that could analyze vast amounts of transactional data and detect anomalies with minimal false positives, addressing challenges such as synthetic identities, in-branch fraud, and increasingly sophisticated check scams.

"Abrigo Fraud Detection helps us isolate high-risk items quickly, allowing our team to work efficiently and focus on actionable alerts."

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**Stephen Wager, Chief Risk Officer and Chief Compliance Officer**

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## THE SOLUTION: ABRIGO'S COMPREHENSIVE FRAUD DETECTION SOFTWARE

In response to these growing challenges, Texas National Bank turned to Abrigo Fraud Detection, which Wager describes as transformative for their program. Abrigo's fraud detection tools enabled the bank to monitor transactions proactively and respond to threats in real-time.

"We needed software to identify the needle in the haystack, not just scan the whole haystack," Wager explained. "Abrigo Fraud Detection helps us isolate high-risk items quickly, allowing our team to work efficiently and focus on actionable alerts."

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With Abrigo's fraud detection system in place, Texas National Bank was able to:

- **Detect altered checks.** Abrigo's fraud detection solution caught a check fraud incident involving a $62,000 check. A fraudulent check was created with a sequence number just one digit off from the original, making it difficult to detect through traditional monitoring. The fraud detection system identified the fraudulent check because it had a different check stock, allowing the bank to flag and return it before it cleared and saving the team hours of recon work.

- **Identify high-volume check fraud patterns.** Texas National Bank operates in a region affected by sophisticated fraud rings. Through Abrigo's solution, the bank has been able to catch consistent patterns in check fraud, particularly with cashier's checks. The fraud detection software enabled the bank to spot unusual check patterns across multiple branches and rapidly respond to attempted in-branch fraud before the fraudulent checks could clear.

- **Reduce fraudulent events with check image analysis.** The system's check image analysis has significantly reduced noise by flagging events based on changes in check stock and style. The fraud detection software allowed the bank to focus on high-risk checks while filtering out legitimate transactions, improving efficiency and catching fraud that would have otherwise been missed due to sheer volume.

## THE RESULT: ROBUST FRAUD PREVENTION AND FINANCIAL SAVINGS

Since implementing Abrigo's fraud detection solution, Texas National Bank has dramatically improved its fraud detection capabilities. Within just two months, the bank identified and prevented over $377,000 in fraudulent check transactions. Wager credits Abrigo's fraud detection tools for allowing the bank to take preventive action on high-risk transactions. The advanced analytics and real-time alerts have made it much easier to spot suspicious activity and take swift action.

"This system saved us money and enabled us to protect our customers proactively," Wager said. "We're catching fraud before it happens, and we're able to catch fraudulent checks with image analysis that we couldn't have caught [before.]"

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The integration with Q6 Cyber further enhanced their capabilities, allowing the bank to stay ahead of evolving fraud patterns. Wager also emphasized the importance of Abrigo's fraud detection in meeting Texas National Bank's aggressive fraud prevention goals, noting that it has allowed them to scale while maintaining a low fraud budget.

## FUTURE-PROOFING FRAUD PREVENTION WITH ABRIGO

Texas National Bank's unique risk profile means it needed to scale while maintaining a low fraud budget. Their approach to fraud detection, using both Abrigo Fraud Detection and BAM+ for compliance and risk management, underscores a commitment to comprehensive security.

As Texas National Bank continues to expand, Wager is confident in Abrigo's role as a strategic partner. "Abrigo's support has been excellent. From implementation to ongoing adjustments, they've been very intuitive to what our needs are and helped us every step of the way," he said.

The system's quick responses, combined with Texas National Bank's ongoing communication with customers, have reinforced its commitment to safeguarding accounts and fostered trust. "It's a reminder that as a community bank, we are truly looking out for their best interests," Wager said. "I am incredibly grateful to Abrigo for making my job easier and more impactful, not just for the bank, but for the clients we serve."

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## ABOUT ABRIGO

Abrigo is a leading technology provider of compliance, credit risk, lending, and asset/liability management solutions that community financial institutions use to manage risk and drive growth. Our software automates key processes — from anti-money laundering to asset/liability management to fraud detection to lending solutions — empowering our customers by addressing their Enterprise Risk Management needs.

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