Socure™

Protecting Millions in Revenue: How a Tier 1 Bank Strengthened Fraud Defenses and Elevated the Customer Experience

Three of the top 10 banks in the U.S. replaced legacy, in-branch identity checks with Socure – cutting fraud losses, reducing customer dropoff, and delivering a faster, more seamless branch experience that saves millions annually.

Your local branch should feel personal. Not procedural. Customer onboarding presents significant challenges to confirm customers are who they say they are.

In-branch factors like difficult lighting and surface reflections, combined with the pressure of impatient customers, create a perfect storm of friction that legacy providers struggle to manage. These outdated systems, often tethered to rigid, database-driven checks, can no longer keep pace with evolving fraud attacks, resulting in slow scan times and high false-rejection rates that disrupt the teller-customer interaction and lead to fraud.

That's where Socure stepped in for one of our Tier 1 bank partners. By deploying DocV across thousands of branches, Socure proved that physical and digital verification doesn't have to be a bottleneck, outperforming legacy tools to capture more fraud without slowing down the customer.

The Challenge

- Tellers were rescanning documents up to three times per customer, adding more than 20 seconds with each retry as the line continued to grow

- Legacy solutions were unable to efficiently capture fraud–approving fraudulent users while rejecting good users

The Solution

- Deployed DocV across 2,200+ branches, automatically detecting the document's orientation, flipping and rotating images without manual intervention

- Reduced resubmit rates and end-to-end processing time to under 10 seconds using accurate scanning technology

- Decreased customer friction and overall document decision time

- Centralized fraud intelligence across digital, branch, and call center channels, so a fraudster who fails online can't simply walk into a branch and try again

The Impact

2.4x
improvement in counterfeit detection rate saving millions in potential fraud losses

Under 10s
end-to-end processing time reduced from minutes, with decision time **under 1s**
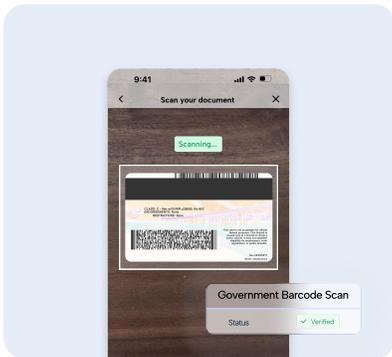
12x
reduction in false accept rates

1s
decision speed

95%+
submission auto approval rate with less than **.5%** false accept and reject rates

3x
reduction in the false reject rate

The Challenge: Combining In-Person Support with Digital Fraud Solutions

Prior to partnering with Socure, the Tier 1 Bank's fraud and in-branch operations teams faced significant headwinds with their legacy provider.

The in-branch document verification process suffered from capture times that stretched up to 20 seconds, forcing tellers to retake photos multiple times. The resulting high resubmission rates and false rejections created a "perfect storm of friction" that disrupted the teller-customer interaction and led to customer drop-off and distrust.

Like many in the industry, the bank also faced evolving threats that their rigid, database-driven system couldn't handle — resulting in a low counterfeit detection rate and substantial fraud exposure.

To protect millions of dollars and restore the customer experience, the team needed a modern, unified solution capable of bridging the gap between the physical branches and their digital channels, while delivering fraud protection at a speed and accuracy legacy systems could not match.

The Solution

To address these critical challenges and restore the customer experience, Socure's DocV solution was deployed across 2,000+ physical branches to bridge the gap between in-person support and digital identity verification. This deployment delivered superior accuracy and operational efficiency that legacy systems could not match.

ID Document Verification
Socure's DocV solution that seamlessly guided tellers through the capture process, catching sophisticated fraud while receiving a customer decision in less than a second. This significantly reduced customer interaction time so that tellers could focus on onboarding new customers.

Network Identity Graph
Validated customer information using Socure's Identity Graph to understand the PII elements associated with each identity and detect known fraud patterns. Socure's solutions span the full Tier 1 bank enterprise, including digital onboarding channels, all in-branch identity verification deployments, call center authentication, and multi-channel workflows. Together, this creates a centralized intelligence layer that cross-feeds identity insights across both physical and digital experiences.

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The Impact

The Tier 1 Bank transformed its approach to in-branch identity verification, moving from an inaccurate and slow process to a streamlined Socure platform that delivers superior accuracy and a seamless end-to-end user experience. Beyond improving the customer journey, the solution significantly reduced teller frustration by minimizing time spent scanning and verifying documents. Tellers can now focus more on assisting customers rather than waiting on manual ID checks, enabling them to serve customers faster and increase the overall number of customers helped each day.

This Tier 1 bank successfully transformed a process previously fraught with friction and fraud risk — achange that not only resulted in significant savings from reduced fraud losses but also created a stronger opportunity to enhance customer relationships.

Powered by RiskOS®

With RiskOS® as the central trust engine, the team can now test and deploy new logic on the fly, and continuously refine their strategies and workflows without waiting on engineering resources.

And with a connected view of their entire ecosystem, they could also write automated rules that reference previous activity, velocity patterns, and relationships across users and other data to make decisions at scale.

Moving Forward

Your local branch should feel personal. Not procedural.

Proving who you are is painful for everyone in the room – the teller trying to keep the line moving, the customer wondering why it's taking so long, the fraud team bracing for the net loss.

It doesn't have to work that way. With fast, frictionless document verification and a connected view of identity across channels, banks can protect against sophisticated fraud while keeping the in-branch experience smooth, confident, and human.

See how Socure helps you turn trust into a competitive advantage

Learn more →