Fraud Resolution (Capability)

1. Role Definition

Setup and update Fraud Case and handle investigation and resolution steps, which may involve initiating containment actions, obtaining documentation, performing forensic investigation and actions, determining liability, initiating resolution actions such as reversals and financial adjustments, subscribing and publishing to Consortia, determining root cause and initiating corrective/preventive actions. The Fraud Case may be opened by Product/Channel Facility, Fraud Diagnosis or by Customer Case.

2. Example of Use

A pattern of possible fraud is highlighted in transaction records that is researched and evidence of fraud discovered. Prosecution/resolution activity is initiated

3. Executive Summary

This service domain sets up and processes a fraud case resulting from fraud behavior that has been detected during production processing

4. Key Features ⌃

Setup fraud resolution case

Obtain documentation and evaluate

Determine and assign liability

Define and initiate resolution activities
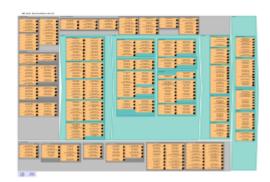
Documentation ⌃

Properties ⌃

| Property	Value
Service Domain	
API BIAN Portal	Fraud Resolution API (https://app.swaggerhub.com/apis/BIAN-3/FraudResolution/12.0.0)
Core Business Object	🟨 Fraud Case (object_26.html?object=40230)
Individual Analytics	fraud/AMLResolutionProcedureAccumulators fraud/AMLResolutionProcedureActivityAnalysis fraud/AMLResolutionProcedurePerformanceAnalysis fraud/AMLResolutionProcedureTrends&Events
Portfolio Analytics	fraud/AMLResolutionProcedurePortfolioActivityAnalysis fraud/AMLResolutionProcedurePortfolioMake-UpAnalysis fraud/AMLResolutionProcedurePortfolioPerformanceAnalysis
Scenarios	
Service Role	Review, diagnose and respond to detected production activity that has been identified as potential fraud/AML behavior
BIAN Life Cycle	
Registration Status	Registered
Stereotypes	
stereotype	ServiceDomain

Appears on
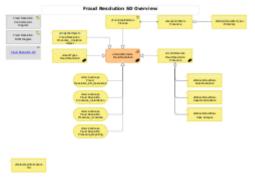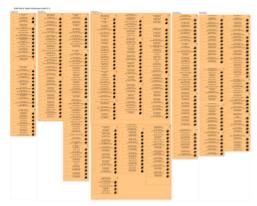
BIAN Service Landscape V12.0 Value Ch…

BIAN Service Landscape V12.0 Matrix Vi…

Fraud Resolution SD Overview

Relations

| aggregated by | Wave 1 (object_25.html?object=153747) |
| | Credit Risk (object_25.html?object=171910) |

| gets input from | Contact Handler (object_20.html?object=41839) |
| | Session Dialogue (object_23.html?object=48273) |

| is equal to | Fraud Resolution (object_37.html?object=44726) |

| is part of | Regulations and Compliance (object_25.html?object=131097) |

realized by	▭ Fraud Resolution Procedure_ Analytics Object (object_25.html?object=111147)
	⬭ Fraud Resolution_SD_Operations (object_17.html?object=214575)
	⬭ Fraud Resolution Procedure_Reporting (object_17.html?object=214596)
	⬭ Fraud Resolution Procedure_Instantiation (object_17.html?object=214599)
	⬭ Fraud Resolution Procedure_Invocation (object_17.html?object=214601)
	⬭ Fraud Resolution_SD_Service Group (object_17.html?object=238043)
	⬭ Re CR Retrieve information about an active fraud case analysis (object_12.html?object=29533)
	⬭ Re CR Retrieve information about an active fraud case determination (object_13.html?object=31837)
	⬭ Re CR Retrieve information about an active fraud case (object_14.html?object=35441)
	▭ Fraud Resolution Procedure (object_24.html?object=37105)
	⬭ In CR Initiate a fraud case (object_14.html?object=38013)
	⬭ Rq BQ Request reworking of resolution to a case (object_15.html?object=41515)
	⬭ Ec BQ Accept or reject proposed determination (object_15.html?object=42896)
	⬭ Up CR Update details of an active fraud case (object_16.html?object=43795)
	⬭ Re CR Retrieve information about an active fraud case resolution (object_16.html?object=44384)
	⬭ Ec CR Accept or reject recommendations coming from fraud resolution (object_16.html?object=45617)
	▭ Fraud Resolution (object_24.html?object=47179)
	◧ Process (object_28.html?object=58066)
serves	▦ Fraud Incident Management (object_6.html?object=130709)
triggered by	▦ Contact Handler (object_20.html?object=41839)