



Filene Research Institute 

THE FUTURE OF FRAUD PREVENTION: Credit Union Strategies That Work

October 9, 2025



How can credit unions stay one step ahead while improving the member experience?



Automation in Action:

How credit unions are expediting fraud dispute processing to save time and reduce errors.



Smarter Authentication:

How innovative approaches in the contact center are reducing fraud, streamlining calls, and generating stronger feedback.

W E L C O M E

TODAY'S AGENDA

- 1 Welcome
- 2 Fraud Trends & FiLab Insights
- 3 Innovation Spotlight
 - Casap: Automating Fraud Disputes
 - Idgo: Smarter Authentication in Action
- 4 Panel
 - Future Fraud Prevention
- 4 Conclude

YOUR HOST



MEGAN FRESHOUR

Incubation Director

Filene

WELCOME

OUR GUESTS



**SHANTHI
SHANMUGAM**

CEO + Co-Founder
Casap



**ROCKY
SCALES**

CEO
IDgo



**MEGAN
SNYDER**

SVP Chief Impact Officer
Unitus Community
Credit Union



**SONJA
STEVENS**

Card Services Fraud Specialist
Chartway Credit Union

WELCOME

ABOUT FILAB



PURPOSE

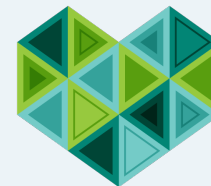
Empower credit unions to lead with innovation by scouting, testing, and accelerating adoption of emerging solutions.

TARGET OUTCOMES

Faster identification and adoption of proven solutions that...



...drive credit union growth and...



...deepen credit union impact in communities.

OUR APPROACH



Through FiLab, credit unions can gain critical market insight, accelerate speed to impact, and implement the best proven emerging solutions.



SEEK

We identify promising products, programs, and technologies that address key challenges facing credit unions and their members.



TEST

We conduct tests to assess solutions for their desirability, impact on members, and contribution towards credit union growth.



SCALE

We help credit unions confidently scale successful solutions with data, peer insights, and vendor connections.

ABOUT FILAB

THANK YOU TO OUR SUPPORTERS

F*ILAB



Credit Union 1



ORIGENCE

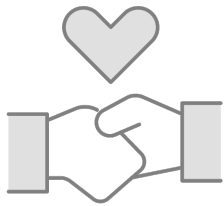


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FRAUD TRENDS & FILAB INSIGHTS

TOP 5 STRATEGIC PRIORITIES

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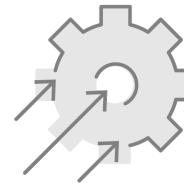
**Membership
Growth**



**Deposit
Growth
& Revenue
Streams**



**Enhanced
Member
Experience**



**Improved
Operational
Efficiencies**



**Decreased
Risk
& Fraud**

THE STATE OF RISK & FRAUD

Financial Fraud is Escalating Rapidly

\$12.5B in losses reported in 2024, **up 25% from 2023**.
Cases have nearly doubled since the pandemic.

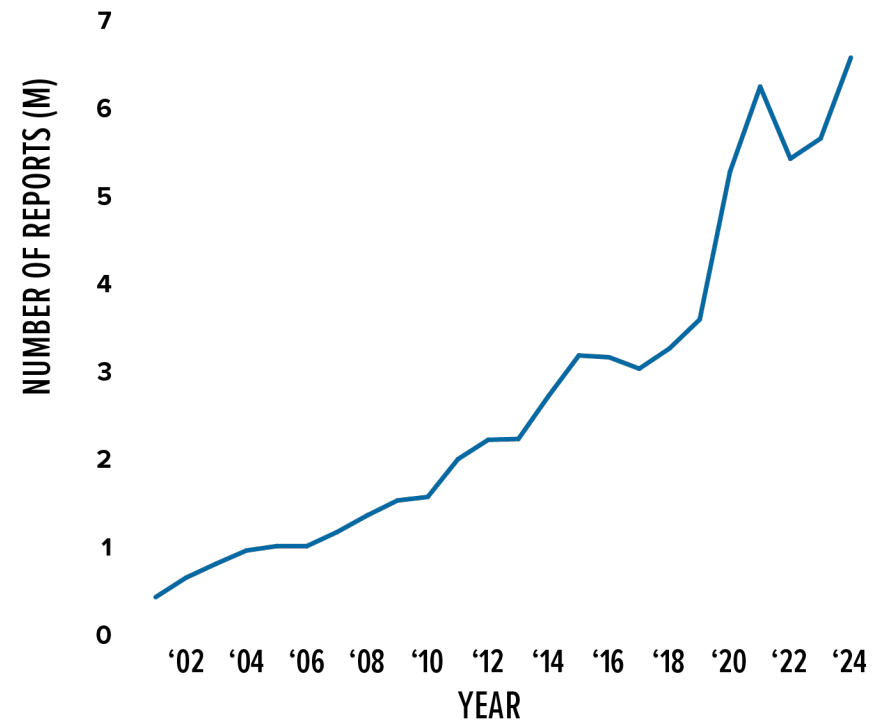
Credit Unions Hit Harder

56% of mid-size banks and CUs reported over 1,000+ cases last year. **Credit unions are 9%–20% more affected** than banks or fintechs.

The Scam Landscape is Shifting

Investment scams led 2024 losses (\$5.7B). Younger adults report more incidents; older adults lose more per incident.

NUMBER OF FRAUD, IDENTIFY THEFT, & OTHER REPORTS



Source: ¹Alloy (2025).

EMERGING FRAUD THEMES

71%

FIs say fraud comes from financial criminal networks.^{1,2}

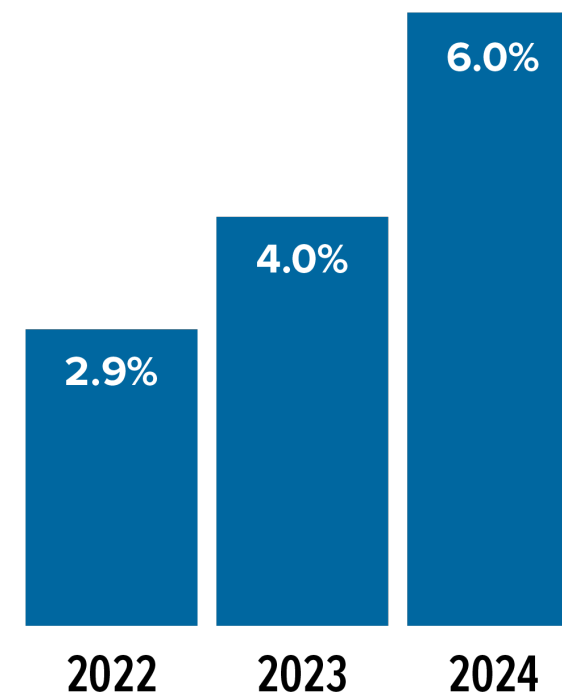
\$3.3B

synthetic ID fraud hit a new high in 2024 across loans and credit cards.³

1,300%

increase in deepfake attacks in 2024, fueled by AI tech improvements.³

HIGH-RISK CALLS INTO CALL CENTERS



Source: ¹ Alloy (2025). ² Thomas Reuters (2025). ³ TransUnion. (2025). ⁴ Pindrop (2025).

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INNOVATION SPOTLIGHT

CASAP



**Automate Disputes and
Eliminating Friction**

Casap helps financial institutions manage disputes and chargebacks end-to-end through intelligent automation and AI-driven fraud detection.

By integrating seamlessly with existing systems and using intuitive self-service workflows, Casap customers regularly **cut fraud by half, boost NPS, and eliminate up to 80% of manual work.**



Automate Disputes at scale

Transform a negative experience into a **loyalty building opportunity**

- ✓ Own the outcome v. outsourcing to a processor
- ✓ Self-service intake and tracker for members
- ✓ Supercharge your team with a streamlined experience
- ✓ Recover funds faster from merchants
- ✓ Intelligently eliminate “friendly fraud”

CASAP: PILOT OVERVIEW



QUESTION TO ANSWER

Does Casap reduce fraud dispute processing times while maintaining compliance and security? Additionally, does it improve member sentiment with faster resolutions and simpler intake?

THE TEST



FILAB PARTICIPANTS



Credit Union 1



CASAP: INITIAL INSIGHTS



Easier

160% increase in ease compared to traditional models



Less Errors

Significant reduction in perceived need to fix errors when using Casap



High Satisfaction

4.9 out of 5 indicating very high satisfaction with the platform



Fraud Reduction

Fraud losses cut by 51%

Preliminary results — final data analysis and survey responses are underway.

IDgo



Smarter Authentication for Stronger Member Trust

IDgo uses mobile and cryptographic technology to verify members quickly and securely across all engagement channels.

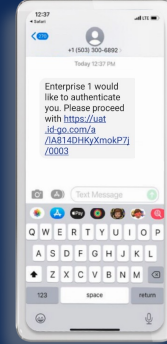
By replacing outdated security questions with biometric and device-based authentication, IDgo helps credit unions:

- Reduce the risk of impersonation and account takeover
- Streamline authentication in contact centers and digital channels
- Enhance operational efficiency and member experience

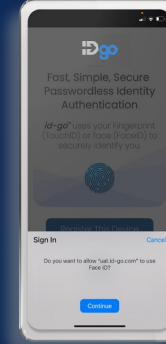


**Simple. Fast. Secure.
Authentication.**

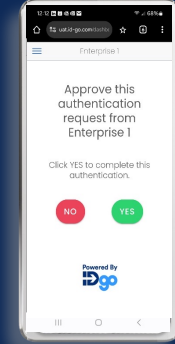
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Member authentication for offline channels that:

- ✓ Does not rely on members sharing personal information
- ✓ Saves time in call center (can be minutes)
- ✓ Much friendlier member and staff experience

IDgo: PILOT OVERVIEW

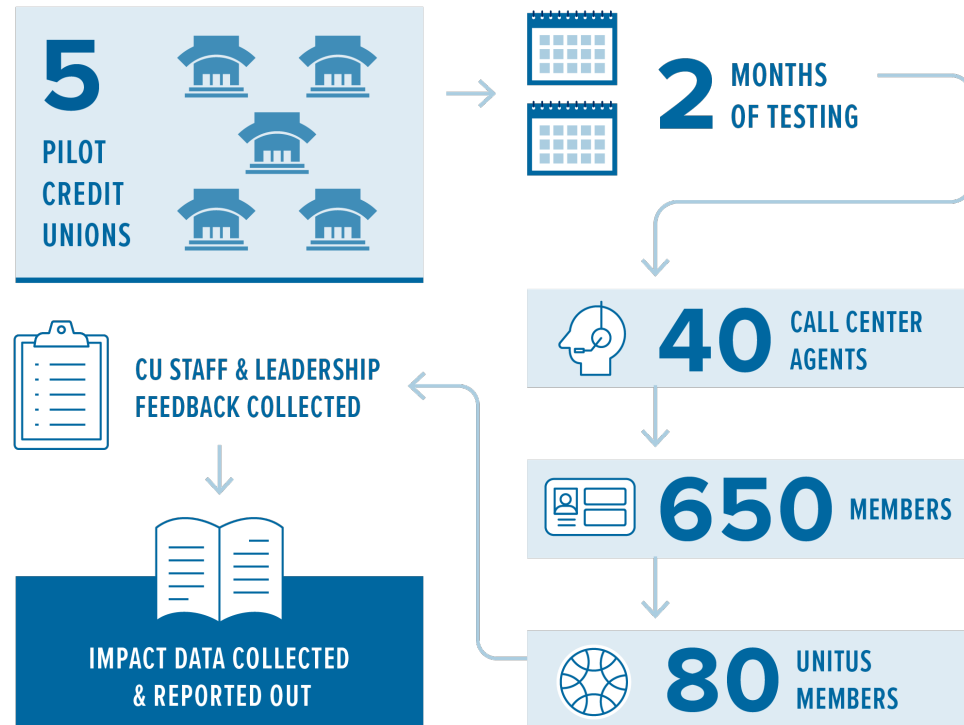
QUESTION TO ANSWER

How effective is IDgo's authentication solution in saving time, reducing fraud, and generating positive feedback from both members and staff compared to existing authentication processes?



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THE TEST



FILAB PARTICIPANTS



IDgo: STANDOUT INSIGHTS



Faster

82% of members and 81% of agents said IDgo was faster than legacy methods.



Easier

81% of agents and 76% of members found IDgo easier to use.



More Secure

85% of agents and 91% of managers perceived reduced fraud risk.



Older Adults Approve

Members 65+ gave the highest satisfaction (4.1/5).

Overall Takeaway: IDgo shows strong potential to make authentication faster, more secure, and easier for both members and staff..

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FUTURE FRAUD PREVENTION STRATEGIES

PANEL DISCUSSION



Evolving Threats

AI, deepfakes,
and new scam tactics



Innovation in Action

What automation
and authentication
are teaching us



Collaboration & Culture

Building
system-wide
resilience

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WHAT'S NEXT?

WHAT'S NEXT?

HOW CREDIT UNIONS CAN STAY AHEAD OF FRAUD



WHAT'S NEXT?

FILAB'S 2025 LANDSCAPE REPORT

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LEARN MORE!



REPORT SERIES

[FILENE.ORG/647](https://fileene.org/647)



**Make sense
of the disruption**



**Prioritize what
matters most**



**Discover
pathways forward**

WHAT'S NEXT?

FILABS 2026 TESTS REVEALED

FiLAB



JOIN US 10.15.25 @ 11:00 AM CT!

WEBINAR

FILENE.ORG/EVENTS

Join us for our exciting big reveal of the seven solutions selected at last month's FiLab Symposium that credit unions will test in 2026 driving the future of innovation for credit unions!

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DECEMBER 02-04, 2025



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QUESTIONS?



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