



FRAUD PREVENTION AND RISK EDUCATION



TriState Capital Bank offers a full suite of services to protect your accounts from unauthorized transactions.

With Payment Fraud Mitigation Services, you can rest assured that only authentic and authorized transactions are posting to your account.

# An Intelligent Partner

At TriState Capital Bank, protecting you from fraud is our priority. With decades of success in offering our clients specialized financial services, TriState Capital is a trusted partner with exceptional and experienced banking leadership. Our dedicated fraud mitigation teams assist our customers in all areas of fraud and risk education.

## THE COMMON THREATS OF FINANCIAL CYBERCRIME

### BUSINESS EMAIL COMPROMISE (BEC)

BEC is a sophisticated scam targeting businesses that perform electronic payments such as wire or automated clearing house (ACH) transfers. A cyber-criminal initially compromises a business email account through social engineering or computer intrusion techniques. Following the initial intrusion, the cyber-criminal uses the system access to conduct reconnaissance on the victim's email communications. Using the information gathered, the cyber-criminal then impersonates an employee to redirect pending or future payments to fraudulent bank accounts. BEC actors create auto-forwarding rules within email accounts to decrease the victims' ability to observe fraudulent communications.

### PROTECTION FROM BEC

- **Verify all payment changes** and transactions in person or via a known and valid telephone number
- **Carefully examine the email address**, URL, and spelling used in all correspondence
- **Enable multi-factor authentication** for all business email accounts and never disable it
- **Don't click on anything** in an unsolicited email or text message asking to update or verify account information
- **Be especially wary** if pressing action is requested
- **Educate and train employees** regarding BEC scams
- **Implement preventive strategies** on identifying phishing emails and formalize response protocols

### COUNTERFEIT CHECK FRAUD

Many TriState Capital Bank customers distribute thousands of checks to various individuals and businesses through the course of normal business. A fraudster can intercept one of these checks and create sophisticated counterfeit checks—replicating all information, including the authorized signature. These counterfeit checks are then distributed to unknowing individuals through a check fraud scam. A victim unknowingly deposits the counterfeit check at their bank. The bank then presents the check to TriState Capital Bank for payment. At this point, Check Positive Pay can be a great asset to a business because the counterfeit check can be quickly identified as fraudulent and returned to the presenting bank in a timely manner to avoid consequences.

### PROTECTION FROM CHECK FRAUD

- **Partner with a trusted bank** like TriState Capital that has sophisticated digital tools that identify and alert you to suspicious transactions
- **Be aware of scams** by using the curated resources found in our Fraud Prevention Center at [tscbank.com/fraud](https://tscbank.com/fraud)
- **Be alerted if a check amount exceeds** a payment amount, leaving a balance to be refunded
- **Be especially wary** of any transactions involving sweepstakes prize funds
- **Educate employees** about check fraud scams
- **Implement preventive strategies** on how to identify fraudulent check activity and formalize response protocols

**ACT QUICKLY**  
TIME IS CRITICAL  
WHEN FRAUDULENT  
ACTIVITY IS  
SUSPECTED

- 1. CONTACT TRISTATE CAPITAL BANK IMMEDIATELY AT 1-866-680-8722, OPTION 2**  
If funds have already been transferred, TriState Capital Bank will immediately begin the necessary process and provide required documentation to the beneficiary bank.
- 2. Contact your local FBI field office to report the crime: [FBI.GOV/CONTACT-US/ FIELD-OFFICES](https://www.fbi.gov/contact-us/field-offices)**
- 3. File a complaint with the FBI's Internet Crime Complaint Center (IC3): [IC3.GOV](https://www.ic3.gov)**
- 4. For more information, visit our Fraud Prevention Center: [TSCBANK.COM/FRAUD](https://tscbank.com/fraud)**

## PAYMENT FRAUD MITIGATION SERVICES

TriState Capital Bank offers a full suite of services to protect your accounts from unauthorized transactions. Transactional fraud is a rapidly growing problem that costs billions of dollars in losses each year.

With TriState Capital's Payment Fraud Mitigation Services, you can rest assured that only authentic and authorized transactions are posting to your account.



### CHECK POSITIVE PAY/ACCOUNT RECONCILIATION

Clients who issue checks have the opportunity to validate the checks before the check posts to the client's account. Our Check Positive Pay system compares each check that is presented to your account to the check issuance information that you provide to us. The account number, check number, and dollar amount fields are all verified prior to payment. If the information presented does not match what was issued, the presented check will be returned, or an image of the check is routed for review.

### CHECK PAYEE POSITIVE PAY/ACCOUNT RECONCILIATION

For clients who want to add an additional level of protection to the Check Positive Pay service, the payee name is also verified during check validation along with the account number, check number, and dollar amount.

### REVERSE CHECK POSITIVE PAY/ACCOUNT RECONCILIATION

This service is for clients who do not provide a check issuance file to us, but still wish to validate every check posting against their account. Service features enable you to review and approve or reject each check presented against your account prior to the check posting to your account of each draw

### CHECK BLOCK

For clients who do not want any check transactions posted against their account, our Check Block Service is coded to reject all paper-based checks presented for payment against your account.

### ACH BLOCK

For clients who do not want any ACH transactions posted against their account, our ACH Block Service is coded to reject all ACH debits presented for payment against your account.

### ACH POSITIVE PAY

This service compares incoming ACH transactions to preset rules and thresholds set for approved vendors. With our ability to build in customized filters, any incoming ACH transactions that fall outside of the criteria are tagged for return or routed for review.

## FREQUENTLY ASKED QUESTIONS

### Q: What is Positive Pay?

Positive Pay is a fraud-prevention system for checks and/or ACH payments that allows you to review the payment before it's too late.

### Q: This sounds great, but my time is very limited. How does it work?

We make it really easy for you! We build online banking user profiles for all those authorized to pay or reject incoming ACH and check items. We also map your check file so you don't need to rearrange anything—just upload your file. You'll receive an email to approve or return the transactions (default is to return).

### Q: How do I submit the check issuance file?

We ask for a test file out of your system with all required fields in a txt, csv format. We will map our system to match your file.

### Q: Why should I use it?

More than 80% of organizations report being targets of a payments fraud attack, and fraud cases are rising.

### Q: How much does it cost?

The cost is minimal compared to what you may incur as a victim of fraudulent activity. The time required to research and attempt to recover your loss as well as deal with insurance claims is much greater than the price for the service.

### Q: Are there any alternative services?

TriState Capital has a full suite of fraud mitigation services to meet your needs.

## TRISTATE CAPITAL'S ONLINE BANKING FEATURES

**ROBUST SECURITY FEATURES**, including a secure browser, multifactor authentication, and keyboard encryption

**ACH AND WIRE PAYMENT ORIGINATION** require dual approval, a unique passcode, and optional threshold limits

**TRIPLE CONTROL AND PAYMENT ORIGINATION**



TriState Capital Bank  
TSCbank.com



## FIND YOUR BANKER

We believe banking is personal. It's about relationships and exceptional people working together. We hope you will get to know the people who make that happen here every day.

To search for dedicated bankers specific to your banking needs, industry, and location visit

**[tscbank.com/find-a-banker](https://tscbank.com/find-a-banker)**



TriState Capital is a subsidiary of TriState Capital Holdings, Inc., a bank holding company headquartered in Pittsburgh, PA.  
Nasdaq: **TSC**