



## CLIENT CASE STUDY CHECK21.COM REDUCES RETURN RATIOS AND FIGHTS FRAUD WITH CSG FORTE VERIFY

### THE CHALLENGE

Merchants and banks contact Check21.com when they need a gateway technology to capture, verify and submit ACH and X9.37 ("Check 21") files.

Check21.com's clients, however, were plagued by the industry-wide problem of check and ACH fraud. Most of their clients accepted both ACH and physical checks without using verification services, leaving them susceptible to returned payments.

To give their clients better protection, Check21.com searched for a verification service that would reduce return ratios and alleviate the burden of fraud. The company partnered with CSG Forte to integrate check verification into their product suite.

### THE SOLUTION

Check21.com found the answer to their clients' account instability issues in CSG Forte Verify. CSG Forte Verify is a Fair Credit Reporting Act compliant solution that performs check verification at the point of capture in real time. It rapidly validates whether a payer's bank account is in good standing and if their ACH or eCheck payment is likely to process. CSG Forte Verify also notifies the merchant when they have received a bad check, preventing the payment from processing and the merchant from having to pay the processing fee.

Check21.com integrated CSG Forte Verify, from application to production, in only two weeks.

**"AS CHECK21.COM HAS EVOLVED, SO TOO HAS OUR TECHNOLOGY. KNOWING THAT CSG FORTE HAS EVOLVED WITH US BY UPDATING THEIR PLATFORM, INCREASING THEIR VERIFICATION COVERAGE AND ENSURING THE RESULTS RECEIVED ARE CORRECT HAS BEEN A KEY GROWTH CONTRIBUTOR!"**

**IDO MEROS**

CHECK21.COM PRESIDENT

### THE RESULTS

Since Check21.com integrated CSG Forte payment solutions, including CSG Forte Verify, some clients have seen returned payments reduced by up to 20 percent. Check21.com has also benefited from the easy scalability of CSG Forte's solutions, which offer the company and their clients more capabilities as needed.

"As Check21.com has evolved, so too has our technology," said Check21.com President Ido Meros. "Knowing that CSG Forte has evolved with us by updating their platform, increasing their verification coverage and ensuring the results received are correct has been a key growth contributor!"

Meros said Check21.com has enjoyed a longstanding partnership with CSG Forte thanks to CSG Forte's dedication to keeping its technology up to date.

"There aren't many companies that utilize the same vendor for more than eight years," he continued. "There is a reason this has occurred with us in CSG Forte's case. Relationship is key."