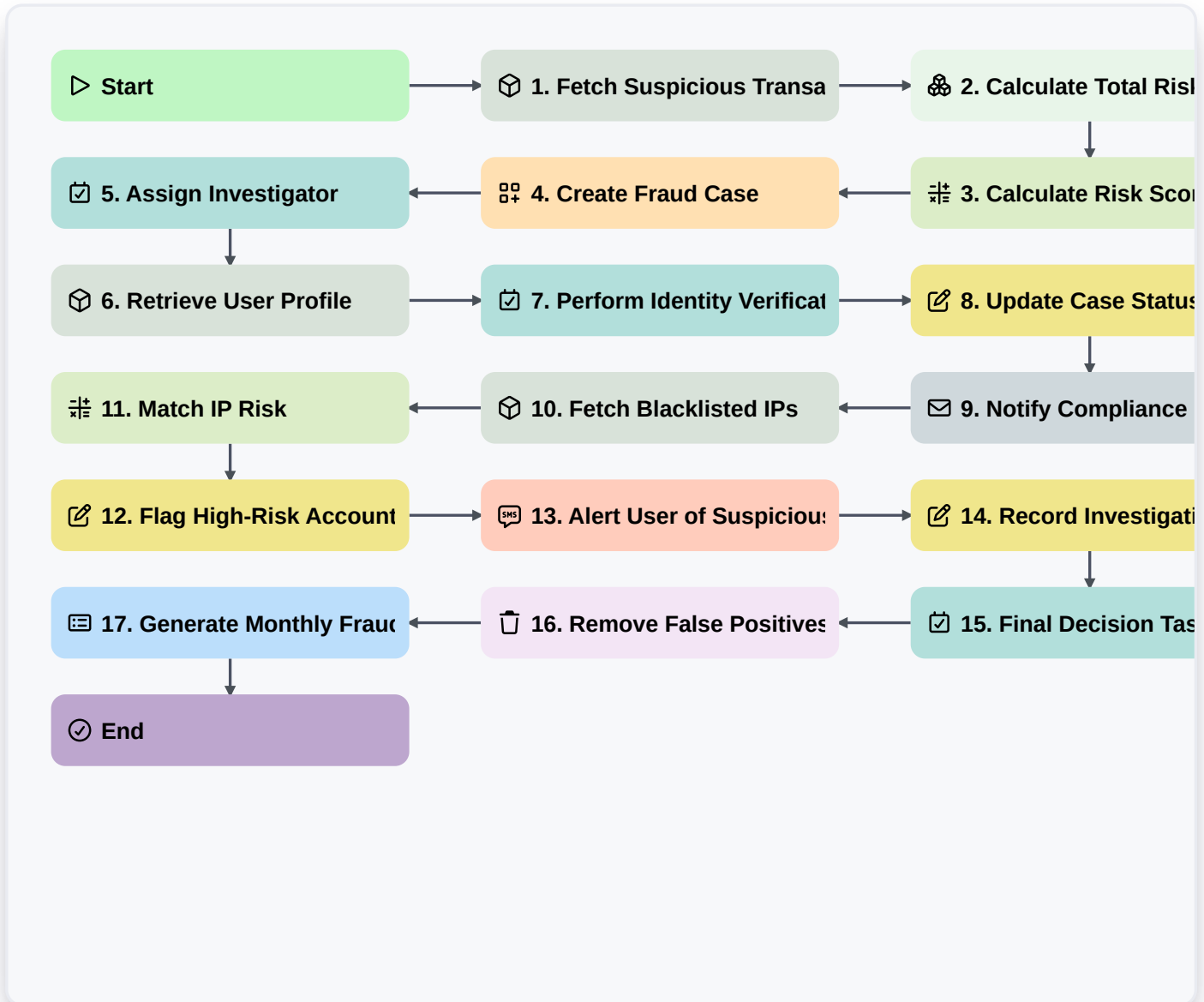


Fraud Detection Case Management Process



▷ Start

Start of the Workflow/Process.

📦 1. Fetch Suspicious Transactions

Retrieve all transaction entries from the Transaction Data Model that exceed the defined fraud threshold.

🔗 2. Calculate Total Risk Exposure

Sum the total value of all retrieved suspicious transactions to determine the total financial impact.

📊 3. Calculate Risk Score

Execute a formula combining transaction frequency, amount, and user history to generate a unified Risk Score.

📄 4. Create Fraud Case

Create a new entry in the Fraud Case Data Model containing the calculated risk score and linked transaction IDs.

📝 5. Assign Investigator

Create a task for a Fraud Analyst to review the newly created Fraud Case.

📦 6. Retrieve User Profile

Fetch the associated user profile data (KYC status, location, age) linked to the flagged transactions.



7. Perform Identity Verification

Create a sub-task to verify the identity documents of the user involved in the suspicious activity.

8. Update Case Status

Update the Fraud Case entry status to 'Under Investigation' once the task is picked up.

9. Notify Compliance Officer

Send an automated email alert to the Compliance Department regarding a high-risk fraud case creation.

10. Fetch Blacklisted IPs

Retrieve a list of known fraudulent IP addresses from the Blacklist Data Model for cross-referencing.

11. Match IP Risk

Compare the transaction IP address against the blacklist to determine a match/no-match boolean.

12. Flag High-Risk Account

Update the User Data Model to set the 'Account Status' to 'Restricted' if the risk score is critical.

13. Alert User of Suspicious Activity

Send an SMS to the customer's registered phone number asking them to confirm recent transactions.

14. Record Investigation Findings

Update the Fraud Case entry with notes and evidence gathered during the investigation task.

15. Final Decision Task

Create a task for the Senior Manager to approve or reject the fraud case closure.

16. Remove False Positives

Delete temporary alert entries from the Alert Buffer if the investigation confirms no fraud occurred.

17. Generate Monthly Fraud Report

Create a summary report aggregating all resolved fraud cases, total losses prevented, and investigator efficiency.

End

End of the Workflow/Process.