

Mail Fraud Prevention Solution

High-Value Mail Alert System



THE COST OF MAIL FRAUD

One of the most significant issues facing companies today is fraud related to mail theft. When high-value mail, such as checks, credit cards, ID cards, or regulatory notices, end up in the wrong hands, the costs are high. These costs extend beyond monetary value, including damage to brand reputation, customer experience, operational and regulatory expenses, and, in some instances, potential revenue loss.

MAIL FRAUD ON THE RISE

300,000 complaints were reported by the U.S. Postal Inspection Service in 2021, more than double the previous year's total.

6 billion mailpieces were reported by the USPS® as UAA in 2023. Each piece represents risk to your organization.

38,500 reported thefts from mail receptacles including blue collection boxes in 2022.

IDENTIFY FRAUD IN REAL-TIME

Our platform not only provides real-time monitoring but also predicts and identifies potential issues throughout the mailpiece's journey. By leveraging predictive insights, suspicious events are promptly spotted, allowing for proactive action to minimize mail theft during the delivery process. This service encompasses a range of fraud scenarios tailored and continuously refined to suit your organization's specific needs.

GRAYHAIR'S MAIL FRAUD PREVENTION SOLUTION IN ACTION

- ✓ **Duplicate Request Monitoring:**
Ensure heightened security by detecting and preventing duplicate mailpiece requests linked to the same recipient.
- ✓ **Address-based Request Analysis:**
Enhance fraud prevention measures by identifying multiple mailpiece requests originating from a shared address.
- ✓ **Rerouted Mail Recognition:**
Boost security protocols by promptly recognizing instances where mailpieces are rerouted during the delivery process.
- ✓ **Scan Event Monitoring:**
Strengthen tracking and security measures by identifying mailpieces with no scan events within a defined timeframe.
- ✓ **Return Status Identification:**
Facilitate timely intervention by identifying mailpieces designated for "Return" status.
- ✓ **Claims Decisioning:**
Enhance decision-making processes by seamlessly incorporating delivery confirmation data into claims assessments.
- ✓ **Address Quality Data Utilization:**
Ensure address accuracy and facilitate smooth operations by detecting address changes, undeliverable addresses, and gather additional information for pre-alerting and reconciliation with post-mailing events.
- ✓ **Proactive Delivery Notifications:**
Elevate the client experience with proactive communication, utilizing tracking and delivery scan data to notify clients of the exact delivery date for their mailpieces.

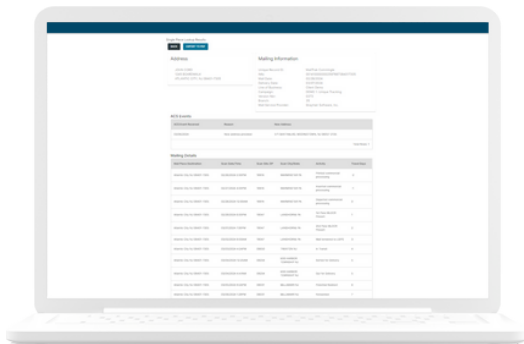
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UNIQUE FRAUD DETECTION FEATURES

- A new API within our existing gateway with secure authentication and access.
- Implementation of logical data separation for heightened security measures.
- Ability to collect additional data from the mail owner and suppliers to help consistently refine the model and make it more accurate.
- Inclusion of all available data from USPS and third-party sources, empowering the system to efficiently identify and mitigate fraudulent activities.
- Data can be used to aid in enhanced CRM platforms.
- Access to a comprehensive dashboard for real-time reporting on fraudulent events.

GAIN VISIBILITY INTO MAILPIECE EVENT DATA



REDUCE UNDELIVERABLE MAIL WITH ADDRESS QUALITY DATA



By leveraging postal data, our solution offers real-time identification of suspicious activity, gives clients visibility into the delivery journey and monitors multiple checkpoints to identify anomalies. Our tailored approach continuously refines fraud scenarios, predicting, minimizing, and even preventing mail theft-related fraud.