

F&M Bank improves investigation efficiency with AI-powered AML Assistant

Asset size

\$3.3 billion

Location

Archbold, OH

Financial Institution Type

Bank

Product

AML Assistant

Summary

F&M Bank uses Abrigo AML Assistant to provide its investigators with an AI-generated starting point for every alert, reducing investigation time and creating capacity for higher-value compliance work.

F&M Bank's five-person BSA team manages alert investigations, regulatory reporting, and quality control while supporting the bank's continued growth. As the bank has grown, it has leaned into a deliberately structured team rather than a group of specialists working in silos. Although each employee has primary responsibilities, everyone helps clear alerts.

Abrigo AML Assistant within BAM+ equips investigators with AI-generated narratives that consolidate customer and transaction information already stored in the platform. Team members now spend less of their valuable time gathering background information and begin each investigation with meaningful context, allowing them to focus on evaluating risk and making informed decisions.

About the financial institution



F&M Bank is a local independent bank that has served its communities since 1897. F&M Bank provides commercial banking, retail banking, and other financial services at locations across Ohio, Indiana, and Michigan. Guided by its purpose of nurturing lasting relationships and helping people live their best lives, F&M combines personalized local service with modern banking solutions to help customers achieve their financial goals.

"Having that AI narrative there is a **great starting point** for the team. Then they can go build on that narrative and the history of transactions to decision the alert... I am seeing them get through the **alerts more efficiently.**"

Jacqueline Wells

VP and Bank Secrecy Officer
F&M Bank

The challenge: Too much time spent gathering information

F&M Bank's BSA department has grown significantly over the past year. Under the leadership of Jacqueline Wells, Vice President and Bank Secrecy Officer, the team expanded from three employees to five to support the bank's continued growth.

While the additional staffing helped distribute the workload, investigators still spent considerable time gathering customer history and transaction details before they could begin evaluating alerts. Structuring alerts posed a particular challenge due to their volume and the amount of research required before making an investigative decision.

Wells wanted a solution that reduced manual research while preserving investigator judgment. Any AI capability also needed to be transparent enough to satisfy the bank's internal governance process and explainable to auditors and examiners.

The solution: AI-generated narratives inside existing workflows

Wells saw AML Assistant as a practical, low-risk way to introduce AI into the BSA program as a natural extension of the platform her team already trusted. Rather than requiring analysts to search across multiple screens, AML Assistant assembles relevant customer information, transaction history, business details, and prior activity already available in BAM+ into a concise investigative narrative.

"It's generating and consolidating information that is already in the software," Wells said. "The difference is that I don't have to go look for it."

The narrative provides investigators with native information immediately, allowing them to quickly understand the activity before determining whether further investigation is necessary.

"Having that AI narrative there is a great starting point for the team," Wells said. "Then they can go build on that narrative and the history of transactions to decision the alert... I am seeing them get through the alerts more efficiently."

For Wells, maintaining human oversight remains essential and was an important part of the bank's adoption process. AML Assistant quickly provides data and context for investigators, but all investigative decisions remain the responsibility of F&M's BSA team. Before purchasing the solution, Wells made sure it would be transparent and explainable to team members, leadership, and examiners.

"It is important that I understand how it is working. I had to be able to explain how it worked to [our committees] before we even used it," she said. "But being native to the BAM+ platform, it was easy to explain."



The results: Better context, greater efficiency, and stronger onboarding

Since implementing AML Assistant, F&M Bank's investigators are working through alerts more efficiently because much of the initial information gathering has already been completed.

Wells estimates investigators save about 5 minutes per alert. Across the hundreds of alerts each month at F&M Bank, this translates into dozens of hours of recovered investigative capacity. Rather than simply increasing output, Wells uses that capacity to support quality-control initiatives, CTR exemption reviews, OFAC verification, and other compliance priorities.

"We don't just sit here and clear alerts all day," Wells said. "[AML Assistant] has helped us to spread the workload out so they can learn other functions within the BSA department and not be doing the same thing all day long."

AML Assistant has also become an effective coaching tool for newer investigators by helping them understand what experienced analysts look for during an investigation.

"For an individual who is green in the space, it gives them that starting point and an understanding of what we potentially would be looking for," Wells said.

Looking ahead

Wells sees additional opportunities for AML Assistant as AI-generated narratives expand across more alert types. AML Assistant represents the latest step in a long partnership with Abrigo that has evolved alongside the bank's BSA/AML program. Having experienced everything from scheduled task workflows to scenario-based monitoring and now AI-assisted investigations, Wells sees Abrigo's continued investment in financial crime solutions as a key differentiator.

"Abrigo puts time and effort into the financial crime space," Wells said. "They have experts on the compliance side who break down the regulation. They communicate through the monthly Financial Crime webinars... I don't have a bad word to say. My experience has been amazing."

As F&M Bank continues to strengthen its compliance program, AML Assistant will help support investigators, build confidence, and allow the team to spend more time on the work that matters most.

About Abrigo

[Abrigo](#) is a leading provider of risk management, financial crime prevention, and lending software and services that help more than 2,400 financial institutions manage risk and drive growth in a rapidly changing world. Our AI-powered product portfolio helps institutions harness their data while maintaining trust, compliance, and explainability. We deliver transformational technology, product innovation, world-class support, and unparalleled expertise so our customers can face complex challenges and make big things happen.

