Case Study

Locality Bank creates a united front against fraud with Abrigo Fraud Detection

Asset size	Location	Financial Institution Type	Product
$358 million	**Florida**	**Bank**	**Abrigo Fraud Detection**

Summary

As a fast-growing, digital-first community bank, Locality Bank faced fraud from nearly every direction—including new account, check, ACH, and wire fraud. The institution needed a comprehensive fraud detection solution that could integrate with its existing financial crime program while helping the bank meet evolving regulatory expectations.

After selecting Abrigo Fraud Detection, Locality Bank strengthened fraud detection across multiple payment channels, improved operational efficiency through automation, and created a more unified approach to financial crime management. Today, the bank views fraud technology not simply as software, but as an investment in protecting customers, the institution, and its reputation.

The challenge: Keeping pace with evolving fraud

Locality Bank is technology-based, offering customers a fully digital experience with high-touch, concierge-level service. Its physical location in South Florida, in combination with the nature of cloud-based banking, exposed the bank to an increasingly complex fraud landscape.

About the financial institution

Locality Bank

Locality Bank is a community bank headquartered in Fort Lauderdale, Florida, with a mission to empower local businesses to maximize their potential. By combining white glove service and local market expertise with user-friendly technology, Locality delivers a uniquely personal and modern banking experience tailored to South Florida entrepreneurs. Visit localitybank.com

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Cindy Sheppard
SVP, BSA/AML and Fraud Officer
Locality Bank

Like many community financial institutions, the bank experienced fraud across multiple channels. New account fraud became so significant that the bank temporarily shut down its retail account opening portal.

"We've had new account fraud, we've had wire fraud, we've had ACH fraud, and, of course, good old check fraud is resurging," said Cindy Sheppard, SVP, BSA/AML and Fraud Officer at Locality Bank. "When the regulatory requirement of having tools in place for ACH fraud rolled out, we started looking for fraud detection that would benefit the bank."

Sheppard knew the bank would need a more efficient way to combat increasingly sophisticated fraud as it grew. Already using BAM+ for AMLcase management, she began investigating Abrigo Fraud Detection and decided that it could help provide a more comprehensive, integrated approach to protecting Locality Bank and its customers.

The solution: Integrated fraud detection

Locality Bank began implementing Abrigo Fraud Detection in early 2025, rolling out fraud monitoring for over-the-counter transactions, wire transfers, ACH payments, and check fraud. The bank continues to expand its capabilities alongside a core conversion and plans to add payment rail fraud and FedNow monitoring as those integrations become available. Throughout the process, the Abrigo implementation team worked closely with the bank to ensure a smooth rollout and position the institution for continued optimization.

"I ended up with the dream team for implementation, which I couldn't be more grateful for," Sheppard said. "They were just fantastic to work with."

The integration between fraud management and financial crime operations has become one of the platform's greatest strengths. Alerts move naturally into case management, allowing fraud investigations and suspicious activity reporting to support one another. The bank's fraud and BSA specialists collaborate throughout the investigation process while maintaining consistency through standardized report templates. To maximize the platform's value, Locality Bank also hired a dedicated fraud analyst to own the solution and work closely with the bank's BSA administrator.

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The results: Greater efficiency without adding staff

Locality Bank is still early in its Abrigo Fraud Detection journey and is already seeing the benefits of a more comprehensive, technology-driven approach to fraud prevention. The solution has automated fraud detection across multiple payment channels while supporting the bank's efforts to strengthen fraud monitoring and meet evolving regulatory expectations. As the system continues learning the bank's transaction patterns and additional integrations come online, Locality Bank expects those benefits to continue growing.

"The detection capabilities are key for loss prevention and improving our processes," Sheppard said. "The solution is doing the initial work rather than the human, so you're automatically creating efficiencies."

An investment in protecting customers and the bank

Locality Bank views Abrigo Fraud Detection as an investment in customer protection, operational resilience, and institutional reputation. Since implementation, the bank has experienced only one customer fraud loss despite facing increasingly sophisticated fraud attempts. At the same time, the institution has strengthened its fraud prevention program with dedicated personnel, customer education podcasts, and proactive fraud awareness initiatives.

"I find Abrigo a trusted third-party vendor and partner in financial crime and fraud," Sheppard said. "The product continues to be developed and enhanced year after year."

As fraud continues to evolve, Locality Bank plans to expand its use of Abrigo Fraud Detection with additional payment channels and ongoing optimization, positioning the bank to stay ahead of emerging threats while continuing to protect its customers.