Case Study

Taunton Federal Credit Union streamlines and strengthens fraud detection operations with Abrigo

Asset size	Location	Financial Institution Type	Product
$438 million	**Massachusetts**	**Credit union**	**BAM+**

Summary

As Taunton Federal Credit Union (TFed) expanded through mergers, branch growth, and organic member acquisition, its compliance and fraud teams faced increasing workloads without additional staff. Manual processes for cash reporting, CTR filing, fraud monitoring, and case management were becoming difficult to sustain at scale.

TFed partnered with Abrigo to implement its BAM+ anti-money laundering solution, enabling the credit union to automate critical compliance and fraud workflows, improve collaboration between departments, and identify suspicious activity more quickly. Within the first 90 days after implementation and calibration, the credit union began realizing measurable efficiency gains and detecting fraud that might otherwise have gone unnoticed.

About the financial institution

Established in 1947, Taunton Federal Credit Union traces its roots to a municipal credit union founded to serve local government employees. Today, the institution serves communities throughout southeastern Massachusetts with a strong commitment to local relationships and personalized service.

"I feel like BAM+ came on as an **added employee**. Instead of adding a person, we added the software. It helped the people we already had become more **efficient**, more **effective**, and able to take on additional responsibilities."

Tracy Schonhoff
AVP of Compliance
Taunton Federal Credit Union

The challenge: Growing workloads and manual processes

When Tracy Schonhoff, AVP of Compliance at TFed, joined the credit union in 2021, it was already experiencing rapid growth. As assets nearly doubled and branch locations expanded, the volume of compliance and fraud-related work increased dramatically.

The compliance and fraud teams were managing growing workloads using largely manual processes. Staff reviewed cash reports manually, created and filed CTRs, tracked activity in spreadsheets, and relied on emails, conversations, and separate systems to communicate about suspicious activity. While audits remained strong and the teams met regulatory expectations, the strain was becoming apparent.

"We could feel the growing pains," Schonhoff said. "The amount of work coming into our department had doubled, maybe even tripled, and we had the same amount of staff."
Leadership recognized that continued growth would require greater automation. Rather than adding personnel to maintain existing processes, TFed wanted a solution that could help existing staff work more efficiently while strengthening compliance and fraud monitoring capabilities.

The solution: Automating compliance and fraud operations

TFed selected Abrigo's BAM+ AML solution to automate key compliance and fraud workflows while providing stronger visibility into risk across the institution. For Schonhoff, one factor stood out during the evaluation process: confidence that Abrigo would provide long-term support and industry expertise. She met the support staff at Abrigo's annual ThinkBIG conference and was reassured that so many had a background in compliance at financial institutions.

"The people who were presenting and helping us have done what I've done in a bank or a credit union," she said. "I'm talking to someone who's actually dealt with the challenges I deal with every day."

Implementation focused on supporting both the compliance/BSA team and the operations team responsible for fraud monitoring. The two departments now work within a shared system that enables alerts, case management, and investigations to move seamlessly between teams, improving communication and documentation.

"We're not having to utilize Teams, email, or hallway conversations," Schonhoff said. "The communication is in one system, and it's well-documented, so we're not losing research time."

The results: Greater efficiency without adding staff

One of the most immediate benefits came from automating cash reporting and CTR processing. Previously, reviewing several days of cash reports after a holiday weekend could consume half a day or more. Staff manually gathered reports, compared transactions, created CTRs, filed them, and tracked activity in spreadsheets to identify potential structuring patterns.

Today, alerts and CTRs are generated automatically and presented for review within BAM+. Overall, TFed estimates that efficiency across core BSA functions—including cash reporting, CTR processing, SAR monitoring, due diligence, and sanctions-related activities—has improved by approximately 75%. Rather than hiring additional personnel, the institution has effectively expanded the capabilities of its existing team.

"I feel like BAM+ came on as an added employee," Schonhoff said. "Instead of adding a person, we added the software. It helped the people we already had become more efficient, more effective, and able to take on additional responsibilities."

"Everything was right at my fingertips," Schonhoff said. "That has been a big time saver."

"We're not having to utilize Teams, email, or hallway conversations," Schonhoff said. "The communication is in **one system**, and it's **well-documented**, so we're not losing research time."

Tracy Schonhoff
AVP of Compliance
Taunton Federal Credit Union

Faster fraud detection and better member protection

The software's automated monitoring capabilities have identified significant fraud since adoption. One notable case involved check fraud activity that generated alerts across multiple individuals. The institution identified a potential loss exposure of approximately $22,000 and acted quickly, helping reduce losses and protect affected members.

The system has also strengthened the credit union's ability to collaborate with local fraud-prevention networks and law enforcement partners. During a recent fraud event reported by another financial institution, TFed was able to quickly search alerts and account activity within the system and immediately determine whether similar activity was occurring within its own membership.

Supporting growth while maintaining community focus

For Schonhoff, success was defined by achieving full adoption and empowering her team to work confidently within the new system. Today, she considers that goal achieved.

"Within the first 90 days after implementation, we were already seeing the benefits," she said. "The software paid for itself very quickly."

TFed leadership remains committed to preserving the community-oriented service that has defined the institution throughout its history.

"As fraud continues to grow, we want to ensure we're keeping deposits as safe as humanly possible," Schonhoff said. "An automated system is only going to make us better."