

# Positive Pay

Losses from check fraud continue to increase at an alarming rate. Help protect their company against check fraud with C&F Bank's Positive Pay service. Positive Pay protects against check fraud by comparing each check presented for payment against their electronic check issued file. We will notify them of any mismatches so they can either automatically return unauthorized payments or view exceptions online, and direct C&F Bank to pay or return all checks before any funds have changed hands.

## Product Details

Using their check issue file data, C&F Bank identifies and flags suspicious or potentially fraudulent check as they are presented for payment. They then determine which checks they want to pay or not pay. With Teller access, C&F Bank branches can also use their check issue data to help identify suspect items as they are presented for payment.

### Check File

- ✓ They will electronically transmit to C&F Bank their check issue file prior to distributing their checks.
  - ✓ Any manual check issues or cancellations are entered via Cash Manager up until 6 p.m. ET of each business day.
- ✓ Their check issued file is then uploaded into the Bank's data base-warehouse which enables our branches teller system to have access to their Positive Pay issue file.

### Check Exception

- ✓ As their checks are presented for payment, C&F matches the check characteristics against their issue file to identify unauthorized items.
- ✓ They will receive an electronic notification by 8:30 a.m. ET of any checks that do not match their issue information, at which time they log in to Cash Manager and decision to pay or return all checks by 10:00 a.m. ET.

## Key Benefits

- ✓ **Protection Against Altered and Counterfeit Checks.** Positive Pay provides them the opportunity to return checks within the required 24 hours deadline.
- ✓ **Pay or Return Decision Can Be Made With Confidence.** Images of exception are provided via Cash Manager to help them quickly and easily determine the correct disposition of check with discrepancies.
- ✓ **Funds Stay Under Their Control.** Timely return decision allows funds to remain in their account, avoiding time delays and risk of loss associated with late returns.

## Getting the Most from Positive Pay

To complement our Positive Pay service, we recommend these products:

- ✓ **Online Business Banking**  
Use **Cash Manager** or **Cash Manager Plus** to access real-time account information, including previous-day transaction totals, available funds, incoming ACH credits & debits, decision Positive Pay check exception items, view images of checks, deposit tickets and deposited item images, access bank statements for up to 24 months, and place a stop payment on a check.
- ✓ **ACH Control**  
Security is critical today and unauthorized ACH Debits against their account can cost them time and expense to research and resolve. ACH Debit Filter allows only ACH debit transactions from authorized parties, within designated dollar limits, to post to their account. ACH Debit Block will stop any ACH Debit transactions posting against their account. Security has never been easier!



Citizens and Farmers Bank | Member FDIC  
NMLS# 228650 | Equal Housing Lender

Reach out to Treasury  
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