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Bank of the West Selects CONIX Systems' Dupe Detective to Prevent Duplicate Payments

-A top 25 commercial bank deploys solution to provide protection from duplicate payment postings-

MANCHESTER, Vt.--([BUSINESS WIRE](#))--CONIX Systems Inc., a leading international provider of payment processing solutions to the financial services industry, was selected by Bank of the West, one of the 25 largest commercial banks in the U.S., to provide its Dupe Detective™ solution – a system designed to protect financial institutions and their customers' accounts from double postings of payments and dramatically reduce fraud.

CONIX Systems was selected over three technology providers because of Dupe Detective's ability to eliminate duplicates across a statement cycle from any payment channel, including paper check, ACH, ARC, image cash letter processing, branch capture, and IRD printing. Dupe Detective also provides Bank of the West with the ability to guarantee that they will not send duplicate payments to their exchange partner banks.

Using CONIX Systems' iCONIX™ infrastructure, Dupe Detective enables Bank of the West to eliminate duplicate payments in Day 1, before the duplicates pass through their capture systems and are posted to customer accounts. By stopping duplicates in Day 1, research and adjustment fees are significantly reduced and customer satisfaction is never impacted. This solution also eliminates duplicates in outgoing payment streams prior to sending them to correspondents.

"We've seen a marked increase in the number of duplicate payments as Branch Capture, Check 21, and ACH conversion strategies are implemented across the industry," said Frank Stokes, President, Technology Group of CONIX Systems. "Dupe Detective simply eliminates the problem."

Eric Eisenberg, Executive Vice President, Bank of the West said, "As Bank of the West moves to reduce operational expenses by implementing image exchange and branch capture strategies, it is imperative that we implement a comprehensive duplicate payment prevention system. We need a system that prevents duplicates at the file, bundle and item levels. We looked at solutions from other vendors, and we found that CONIX has the most comprehensive duplicate prevention system in the industry."

Stokes added, "As the popularity of Check 21-enabled image exchange continues to grow in the financial services industry, duplicates simultaneously increase losses for

banks, making detection and elimination of duplicates imperative. Through implementation of Dupe Detective, Bank of the West can enjoy the additional assurance that it will be able to capitalize on the benefits provided by Check 21 while upholding its reputation for excellent customer service.”

About CONIX Systems

CONIX Systems Inc. is a world leader in providing payment processing software and related services to the financial services industry. The company's products perform key processing tasks for an estimated 100 billion paper and electronic items each year and handle virtually every aspect of payment processing – including work flow management, balancing, branch capture, corporate capture, and electronic check presentment. CONIX software and services are used by approximately 90 percent of the largest banks in the country. Founded in 1992, the company is headquartered in Manchester, Vt., with offices throughout the United States.

About Bank of the West

Founded in 1874, San Francisco-based Bank of the West (www.bankofthewest.com) is among the 25 largest banks in the U.S. with \$66 billion in assets. Bank of the West offers a full range of business, corporate, personal, trust and international banking services and currently operates more than 700 branch locations and commercial banking offices in 19 Western and Midwestern states.