

Minnco Credit Union protects members and assets with real-time fraud monitoring



Minnco Credit Union

Address

2215 3rd Ave. NE
Cambridge, MN 55008

Phone

763-689-1071

Website

minnco.com

Assets

\$570 million+

Locations

8

Members

36,000+

Founded

1935

Software Solutions

Payrailz® Fraud Monitor
Payrailz® Payments Platform™

Ninety years ago, seven ordinary people pooled their savings together to help their neighbors in need. From this charitable act, Minnesota-based Minnco Credit Union was born.

Today, with seven offices, over \$570 million in assets, and more than 36,000 members, the credit union continues to serve communities and support small businesses through tough times. Minnco's membership has grown to include most of east central Minnesota, the Twin Cities metro area, as well as patrons of federated co-ops.

combatting the fraudsters

In 2023, the credit union faced a scenario where they'd replaced their person-to-person (P2P) and account-to-account (A2A) payments platform due to a previous solution sunsetting, but quickly found themselves in a battle with savvy fraudsters targeting their members.

"Initially we didn't have a fraud monitoring solution in place," explains Brad Thomas, BSA Officer. "We were reviewing everything manually. But when we experienced significant fraud within a month or two, we knew we had to do something."

That's when Minnco turned to Payrailz® Fraud Monitor from Jack Henry™.

"It's been a really good thing for us," declares Thomas.

a key protection layer

Payrailz Fraud Monitor is a cloud-native feature of Jack Henry's Payrailz® Payments Platform™ that provides real-time fraud detection whenever payment transactions are initiated. It supports P2P payments, consumer and business bill payments, and A2A outbound external transfers.



“It’s done a tremendous job **monitoring and flagging** potentially fraudulent P2P and A2A transactions for us.”

Brad Thomas

BSA Officer
Minnco Credit Union

Fraud Monitor leverages both AI and machine learning (ML) to simultaneously detect and weigh multiple fraud attributes and indicators, including known and previously unknown fraud instances and patterns, to generate an aggregated, actionable score as each payment transaction is scheduled.

Financial institutions can configure score ranges and other thresholds that support their unique risk tolerance, and the AI-enabled fraud engine continuously learns to detect evolving and emerging fraud patterns. Based on behavioral analytics, Payrailz Fraud Monitor can substantially mitigate payment fraud, including account takeover (ATO) when a fraudster takes possession of an authentic user’s credentials and attempts to quickly move funds out of an account.

alleviating time-consuming manual reviews

After adding Payrailz Fraud Monitor, the credit union quickly noticed results.

“It’s definitely helped alleviate some of the headaches we were having,” recalls Thomas. “Before we got Payrailz Fraud Monitor in place, another person and I would manually review every single transaction for indicators of fraud. We would create a spreadsheet, and it was very time-intensive – like one to two hours a day. Of course, when you do a manual review for fraud, it’s not foolproof. At the same time, we are a community-focused credit union, and our reputation matters. It’s very important to us to protect our members.”

He continues, “Once we had Fraud Monitor up and running, it was really a night and day difference. Our comfort level with Payrailz also increased, since we knew we had a strong product with strong AI working for us in the background to monitor our outgoing P2P and A2A transfers.”

With Payrailz Fraud Monitor, the credit union has been able to reduce the time spent manually reviewing transactions and redirect staff to more satisfying, high-value work.



“Everything you want and need to see is on one screen.”

Brad Thomas

BSA Officer
Minnco Credit Union

everything in a single screen

Minnco also appreciates the solution's Deny List opt-in functionality – a comprehensive directory of known individuals and businesses identified as being involved in fraudulent activities – as well as how simple Fraud Monitor is to use.

“It has been well-received by our frontline staff and member service reps,” comments Thomas. “Fraud Monitor has a nice, easy-to-use layout. Very user friendly. There aren't a lot of clicks to get to where you need to go.”

He adds, “The dashboard is right there when you log in. You see the fraud score, your transaction type, the payer name, the destination, the amount, the time – everything you want and need to see is on one screen. I know there's some other software out there that takes a lot of clicks, and that can get really annoying.”

measurable results

Overall, the credit union is pleased with the results they've seen.

“It's done a tremendous job monitoring and flagging potentially fraudulent P2P and A2A transactions for us,” says Thomas. “Since onboarding Payrailz Fraud Monitor in 2023, it has stopped at least 1,000 transactions, and we've saved our members over \$72,000 in potential fraud.”

This risk reduction has also occurred at a time when Minnco experienced significant growth.

“Since we launched Payrailz, we've gone from 2,269 enrolled users through 2023 to 4,715 users at the end of 2024 and now 5,609 through this point in 2025,” Thomas observes.

The credit union has also grown about 17% during that same span, while digital transactions have increased.

“I'm really glad we went with Payrailz Fraud Monitor,” Thomas concludes. “It's been a great addition for us.”



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Brad Thomas

BSA Officer
Minnco Credit Union

connect with the possibilities

[Learn more](#) about Jack Henry’s payments platform and key fraud prevention innovations today.

For more information about Jack Henry, visit jackhenry.com.