

# F2 for Audit – part of the Digital Back Office



## Functionality

cBrain has delivered audit solutions to reduce instances of fraud and error in the processing of dividend tax refunds. The solution provides a digital process with end-to-end case management and quality control checklists. The incoming claims are processed via two channels – applications from financial institutions and banks applying on behalf of others and smaller volume applications coming from individuals.

The process is managed from receipt of the application through to being ready for payment. Case workers receiving the claims follow a standard operating procedure described in a checklist to ensure that all the right actions are taken. Additional decision support has been provided as the system checks for unusual patterns or patterns that are known to be indicative of fraud or error. Entitlement checks are also in place to validate ownership of the shares and that tax has been withheld.

## Key Benefits

Better case flow oversight – the number and types of cases, and where they sit in the process. For internal users, it is now much easier as all the documentation around a case is stored in one place, and clear guidelines are in place. This means that more time can be spent analyzing the content of the case, rather

than simply keeping track of the case information. Adding automated checking makes it easier to identify suspicious cases or those worthy of further investigation. For customers, making the claims process digital has led to a better quality of upfront information – previously, documentation could be missing and needed to be chased which extended processing times.

## Software

The F2 case management system is the core software, and on top of that configured specific checklists to manage the workflow. Furthermore, there is a specific calculation service and integration to legacy systems in order to manage the complexity of the refund process. Production dashboards allows real-time operational views of case volumes and status.

## About F2 and The Solution Gallery

F2 is like a Swiss Army Knife for government digitization. The standard software can support almost any type of organization, and process templates make it easy to reuse best practices and proven process solutions. F2 can be used just for a smaller department and without process configuration, it can be used for a specific process, or it can be implemented for the entire organization and multiple processes.

A process template can be copied and reconfigured, and process templates thereby offer fast track and low-risk digitization. Working with many different customers and projects across countries, we have a build experience and a large library of process templates ready for reuse.

If you look to fast track to digitizing based on proven solutions, please have a look into our solution gallery and get inspired. Find a process template and have it re-configured for your specific requirements.

## About cBrain

cBrain is listed at Nasdaq-OMX with offices in Europe, the USA, and the United Arab Emirates. In Denmark, which ranks number one in the global UN E-government index, we serve more than 50 government organizations and 2/3 of all Danish ministerial departments run their business on our software.

We believe in a society based on democracy with digitization being the enablers for a new generation of strong, transparent, and efficient government institutions. Please see our CSR report and SDG 16 commitment to help to develop strong and accountable institutions.

## Contact us

### For General Inquiries

Niels Tanderup  
Director Global Affairs  
nit.cbrain.com



