


**From:** [Kelly Gonzalez](#)  
**To:** [Comments](#)  
**Subject:** [EXTERNAL MESSAGE] June 20, 2025-Request for Information On Potential Actions To Address Payments Fraud; Comment Request (RIN 3064-ZA49)  
**Date:** Thursday, September 18, 2025 4:32:18 PM



Ms. Jennifer M. Jones  
Deputy Executive Secretary  
Attention: Comments—RIN 3064-ZA49  
Federal Deposit Insurance Corporation  
550 17th Street NW  
Washington, DC 20429

Dear Ms. Jones, Mr. McDonough, and Mr. Gould:

I am the Compliance Officer of ValueBank Texas (Bank), a \$300MM community bank located in Corpus Christi, Texas. Prior to that, I served as the bank's COO for ten years. I am writing to respond to the Office of the Comptroller of the Currency (OCC)'s, Board of Governors of the Federal Reserve System (Board)'s, and Federal Deposit Insurance Corporation (FDIC)'s request for information (RFI) on payments fraud.

ValueBank Texas has been serving local communities for over 50 years. In that time, we have played a vital role in helping the citizens and business of the cities we serve and have helped many establish and grow their businesses as well as serving multiple generations from the same families with their personal banking needs. This was very evident in the wake of Hurricane Harvey in 2017, when our customers were looking to us to be up and running and providing not only financial assistance but some sense of normalcy for them.

I applaud the agencies for issuing this RFI and seeking input on ways that the OCC, the Federal Reserve System (FRS), and the FDIC could take actions to help consumers, businesses, and financial institutions mitigate payments fraud. Community banks continue to be challenged by a rise in fraud and scams across payment types, so agency action is much needed.

Specifically, the Bank has been affected by payments fraud in the following ways:

- P2P fraud between our bank and other financial institutions
  - Multiple instances of check fraud
  - Wire Transfer Fraud
  - Debit Card Fraud
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## **External Collaboration**

- The bank is fortunate to be part of a local fraud group dedicated to helping financial institutions be aware of local fraud activities and the various actors involved when that information is provided. This is critical for us to try to stay ahead of local fraud.
- Our state has the Texas Financial Crimes Intelligence Center as a central hub for analyzing financial crimes across the state, but we need to develop connections with law enforcement agencies at all levels to effectively fight fraud.
- We need the support of law enforcement agencies to be able to collect on this fraud through the courts. There needs to be a process by which we can press charges and expect the law enforcement agencies and the court system to prosecute the individuals.

## **Consumer, Business, and Industry Education**

- Our connections with our customers help us provide critical information regarding frauds, scams, etc. but we need more. As fraud gets more aggressive, our response to it should as well. We need a comprehensive plan that includes more than in-branch and website fraud tips. We need a dedicated media campaign with all types of advertising to help get the word out to all citizens.
- Our bank serves a lot of elderly customers as well, and needs educational materials tailored for them. They don't get their news from the internet, so they need ads running on local stations during the nightly news.

## **Regulation and Supervision**

- Check fraud, in particular, remains a significant issue. Despite our ongoing efforts, we continue to see fraudulent items almost daily. While we are able to stop most of the items, we cannot stop them all. The fraudsters' ability to wash checks and alter them has increased significantly. Short return windows along with this makes it extremely difficult to return items "timely."
- We have had significant difficulty resolving interbank disputes regarding fraudulent checks and ACH items. Last year we had ACH Fraud and despite multiple attempts to contact the appropriate department at JP Morgan Chase, and sending a letter to their ACH department, we never received a response from them resulting in a loss to the bank.
- Regulation CC is another area that should be reviewed. Currently the return deadline is too narrow to protect the customer or the bank from a fraudulent item deposited into the customer's account. If there was a longer return deadline related to fraud could be extended, that would allow bank customers time to review their account and alert the bank of suspicious items. Clarification and possibly revisions to the "reasonable cause to doubt collectability" is needed. However, hold times should not be shortened; they are an essential tool for banks to detect and prevent check fraud. Financial institutions should have flexibility to extend hold times under appropriate circumstances.

## **Reserve Banks' Operator Tools and Services**

- We know there are great tools in the industry that integrate with third-party services and will integrate with our core processor, but the pricing on these tools is prohibitive for most community banks.
- As mentioned, we have a local fraud group but would really benefit from having additional resources such as a fraud contact directory, a fraud information sharing repository, an interbank check fraud breach of warranty claim mechanism, and a check image analysis and verification tool.

## **General Questions**

Over the past few years, our bank has been inundated with check fraud as well as debit card, and ACH. We have tasked our staff with adding additional reviews to checks over a certain level and have increased the time spent on reviewing reports and monitoring transactional activity. All of this has left us with less time to truly serve our customers.

During all of this, we have worked tirelessly to maintain the trust of our customers. As bankers, we understand the causes of the fraud, but our customers do not have that same level of knowledge and this could cause them to lose faith in us and in the banking system as a whole.

Thank you for the opportunity to provide comments on this RFI. The Bank looks forward to continuing to work with the OCC, FRS, and FDIC, and other stakeholders to protect our customers and communities from the growing threat of payments fraud.

Sincerely,

Kelly Gonzalez

Compliance Officer, Senior Vice President

ValueBank Texas