The Block Audit

TRACE · SEIZE · DISRUPT

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BLOCK AUDIT CUSTOM CARE

Bank-Sponsored Crypto Fraud Triage

A force multiplier for your fraud response team, and a duty of care your customers can see, feel, and remember.

Certified Forensic analysts and expert witnesses on every case	**0** Crypto expertise required from your staff	**30 min** Consultation for the receiving officer

The Problem

Cryptocurrency scams are devastating consumers at an unprecedented scale. Every day, customers, **particularly elderly clients**, drain their accounts to buy crypto through ATMs and wire transfers, sending funds directly to fraudsters overseas.

When the family finds out, the first place they turn is the bank. The institution may bear no direct liability once funds leave its control, but **reputational damage and litigation exposure are significant**. Banks are routinely settling lawsuits where they appear to have failed their duty of care to vulnerable customers, and most investigative staff are simply unequipped to respond to a crypto complaint.

The Solution

Block Audit Custom Care is a bank-sponsored crypto fraud triage service. Instead of sending your customer off to file a police report alone, your frontline staff say:

> "We are sorry this happened. While we cannot control what happens after funds leave our institution, we want to help. We are connecting you with a cryptocurrency forensic expert who will review your case and guide you on next steps.

Three Triage Outcomes

1 — Direct Attribution

A known exchange is identified within one or two hops of the criminal transaction. The letter carries full attribution, subpoena guidance, and a thirty-minute law enforcement consultation to get the investigation moving.

2 — Obfuscated · Trail Cold

The funds are effectively obfuscated and the trail is cold. The customer receives an honest professional assessment and the certainty that a qualified expert reviewed the case thoroughly.

3 — Actionable but Complex

Exposure to a known exchange exists, but laundering or commingling requires detailed tracing. An exposure analysis is applied immediately to help stop the bleeding while a deeper investigation is arranged. Law enforcement can retain us directly, or the bank may cover full forensic services on the customer's behalf.

What the Subscription Includes

Secure Reporting Portal

Investigators submit cases through a dedicated link, no account setup required to file. The institution signs in to track status and download completed letters. One controlled channel replaces email, and every document stays on our infrastructure.

Exposure Analysis

Every triage letter can carry a rapid read of where the funds most likely moved, so first aid can be applied fast through freeze requests, exchange notifications, and other time-sensitive steps to stop the bleeding.

An investigative starting point, not a forensic-grade trace, and not intended as legal-process evidence. The full forensic report is the product for that.

Law Enforcement Consultation

Every actionable letter comes with a thirty-minute consultation for the receiving agency. The officer can call us, walk through the findings, and understand exactly how to proceed.

Standing Banking Advisory

Recurring monthly time with our team on anything crypto: how to structure internal flagging and escalation, which cases to promote, what data to capture, what to ask customers, and questions on live matters your team is handling.

Why This Matters for Your Institution

Demonstrate Duty of Care

Show customers, families, regulators, and courts that your institution took meaningful, proactive steps when a customer was victimized.

Reduce Litigation Exposure

When a plaintiff's attorney asks what you did after the complaint, you connected them with a certified analyst who delivered actionable intelligence to law enforcement.

Protect Your Reputation

Families talk and communities talk. Being the bank that helped, not the bank that shrugged, is the difference between keeping trust and losing it.

No Burden on Your Staff

Your team needs no crypto expertise. Frontline staff follow a short referral script and connect the customer. We handle everything from there.

How It Works

1. Customer reports a crypto scam at your branch or call center.
2. Staff follow the script and connect them with Block Audit.
3. Investigators submit the transactions through the portal.
4. We run the triage and produce a professional letter.
5. Customer takes it to police; we brief the officer.

The Custom Care Subscription

An annual subscription giving your institution a standing crypto fraud response capability.

→ A triage letter included each month for a referred customer case
→ Recurring monthly advisory time with our team on all things crypto
→ Additional triage letters on a straightforward per-letter basis

Contact us to request a Custom Care subscription proposal