

How Close Brothers saved £800K in 8 months by stopping document fraud

resistant  ai
Case study

Three decades of trusted vehicle finance

Close Brothers Motor Finance has been a cornerstone of the UK vehicle finance industry for over 30 years. Founded in 1988, the company has built a reputation as a leading independent point-of-sale finance provider, helping over 80,000 customers get on the road each year.

With more than 5,300 dealer partners nationwide from small independent garages to large multi-franchise vehicle finance for new and used cars, light commercial vehicles, motorcycles, and leisure vehicles.

Kit Loughlin, Senior Fraud Control Manager, oversees fraud prevention across Close Brothers' diverse portfolio, including motor finance, premium finance, savings, and assets. His philosophy of fraud prevention is clear:

"I'm not here to stop your business. I'm here to make the genuine customer's journey easier. So we need to find good preventative solutions which actually make the journey for the genuine customer better."

£800,000
Saved in 8 months

2x
Faster review times

22x
Return on investment

The £135,000 luxury car that changed everything

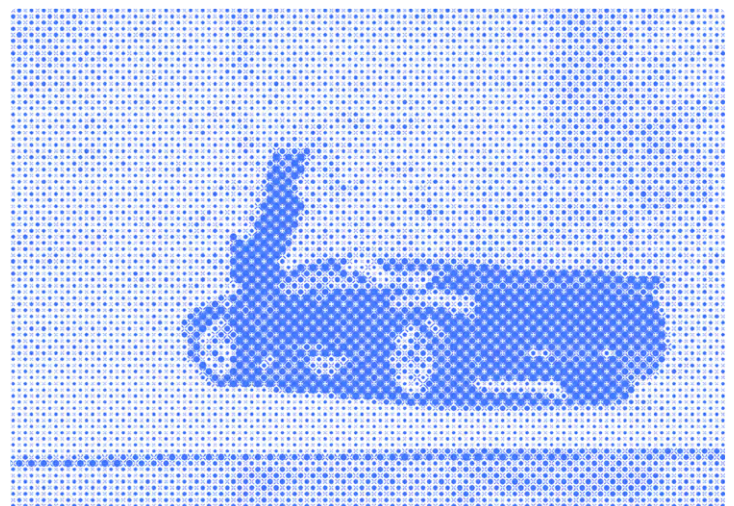
In mid-2024, Close Brothers Motor Finance faced a sophisticated fraud that would fundamentally change their approach to document verification. It looked like a dream deal for the sales team: financing a £135,000 luxury car for £86,000 with a substantial £50,000 deposit.

Then, four months later, payments stopped.

Investigation revealed the devastating truth:

"The £50,000 that we saw was completely fake. If we'd have had Resistant AI in place, we know we'd have saved that because we obtained the company bank statements, ran them through the system, and immediately it glowed up like a red beacon."

That initial £86,000 turned into a £400,000 gross loss. This type of sophisticated document fraud was becoming increasingly difficult to detect through their existing manual reviews, which consumed 30–35 minutes per application, with 15 minutes dedicated solely to fraud assessment.



When suspicious documents required deeper investigation, multiple team members would get involved, creating bottlenecks that delayed customer approvals for hours. This manual-intensive process threatened to undermine their core mission of making vehicle purchases easy and accessible for customers.

12-Second document forensics transforms operations

Soon after the luxury car incident, Close Brothers Motor Finance embarked on a trial of Resistant AI's Document Forensics across their operations. Team members began dropping documents into the web interface and the transformation was immediate.

The service immediately revealed 18 additional cases of fraud. While they recovered some losses through vehicle repossession, the resource-intensive recovery process highlighted a critical truth: prevention is far more effective than remediation.

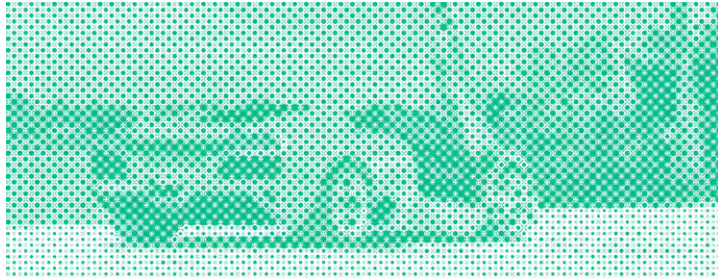
And prevention had just gotten a lot easier. Now, they got a document fraud check in just 12 seconds, replacing the previous 15-minute manual fraud assessment process.

The underwriting team's efficiency doubled and they were able to focus on genuine risk evaluation rather than time-consuming document authentication.

"The vast majority of cases are obviously genuine, and that means that the genuine customers have a frictionless journey. It's quicker, and in the competitive market, people want to finance quickly."

Fraud savings exploded as the system prevented more and more cases before they could cause damage.

"So far we've prevented £800,000 pounds of pure fraud since August 2024: Somebody actually changing statements or payslips. You don't do that unless you're trying to get finance disingenuously."



Fraud-proof motor finance

The financial impact has been nothing short of remarkable. Since implementation in August 2024, Close Brothers Motor Finance has achieved results that exceed all expectations:

The tool has fundamentally changed how Close Brothers approaches fraud prevention, creating an engaged, fraud-aware workforce.

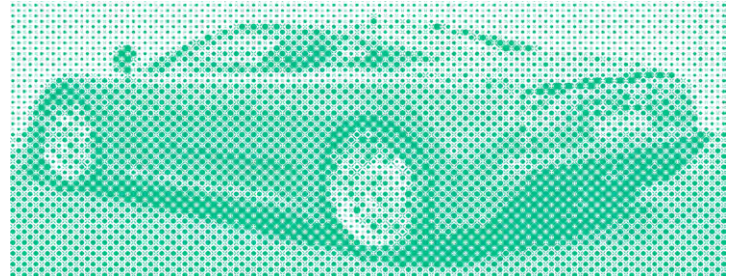
“We’re talking significant savings and, more importantly, it’s got people talking about fraud. People are finding ways to put better controls in place.”



Close Brothers continues to regularly engage with Resistant AI to review difficult cases, expand their knowledge of document fraud and improve risk controls.



“Because of the time it took us to onboard a new supplier, we didn’t have Resistant AI for a two month period after the trial. The business was going absolutely bananas on me. When are we going to have this? Why haven’t we got it?”



The dramatic transformation and success in motor finance has driven expansion plans across Close Brothers' broader business portfolio, including premium finance, savings, invoice finance, and asset finance divisions.

The only regret? The timing of their discovery: “We met you ten days too late.”



“The aftercare support from Resistant AI has been unbelievable. We just haven’t had that level of support from others previously.”

