

Spotting the Red Flags Storyboard (microlearning)

Slide 1.0 / Menu Title: Spotting the Red Flags: Recognizing Early Fraud Indicators			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<ul style="list-style-type: none"> • Banner image of lock/security visual. • Full-width title text. • Subheading: "Lesson 1 of 1." 	<p>Spotting the Red Flags: Recognizing Early Fraud Indicators</p> <p>The intro block reads, "Have you ever wondered how a minor detail can prevent a major financial loss? In this course, you'll learn to spot the subtle signs of fraud before they escalate, using real-world scenarios and practical tools tailored for banking and financial services associates. You'll discover how to identify red flags in transactions, documentation, and client behavior, and practice applying verification protocols to protect your clients and your institution. Through interactive activities and decision-making exercises, you'll build the confidence to act decisively and mitigate financial risk in your daily work."</p>	<p>None (text-only block).</p>	<p>Clickable navigation ("start course" button) that opens the microlearning</p>

Notes: (Rise: Title Block + Cover Photo)

Slide 1.1 / Section Header: Why Early Fraud Detection Matters

Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<ul style="list-style-type: none">• Large background image of a padlock/keyboard.• White text overlay with section heading.	<p>Fraud attempts often start with small, easy-to-miss details. By recognizing early indicators, associates protect clients and the organization.</p> <p>Text explains the importance of vigilance and how the lesson builds foundational awareness.</p>	None	<p>Image text headings enter in from the right</p> <p>Bullet points enter in from the right</p>

Notes: (Rise: Text Block + Image Banner)

Slide 1.2 / Menu Title: Lesson Outcomes

Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
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<ul style="list-style-type: none"> • Clean numbered list design • Three orange numbered icons 	<p>Learners will be able to:</p> <ol style="list-style-type: none"> 1. Identify common fraud indicators across transactions, documentation, and client behavior. 2. Respond appropriately to suspicious behaviors by recognizing signs of attempted bypass. 3. Apply verification best practices to pause, verify, and document concerns. 	None	Static
<p>Notes: (Rise: Numbered List Block)</p>			

<p>Slide 1.3 / Block: Inspirational / Motivational Quote</p>			
<p>Visual / Display:</p>	<p>Slide Text:</p>	<p>Narration / Voiceover:</p>	<p>Animation / Interaction:</p>
<ul style="list-style-type: none"> • Full-width textured background • Centered quote text 	<p>“Every detail counts—your vigilance can make all the difference.”</p>	None	Static

Notes: (Rise: Quote Block)

Slide 1.4 / Menu Title: Check Your Understanding

QUESTION 1

Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Standard Rise MCQ card with feedback panel.	<p>Which of the following is a potential indicator of fraud in a client's transaction history?</p> <ul style="list-style-type: none">• A sudden large transfer to a new overseas account (correct)• A client making regular monthly payments• A client updating their contact information• A client requesting a new debit card after expiration <p>Correct Feedback: "Sudden large transfers, especially to unfamiliar accounts, are a common red flag for potential fraud."</p>	None	<p>1 attempt per question.</p> <p>Inline feedback appears below each selection.</p> <p>User clicks "Continue" to advance.</p>

QUESTION 2

<p>Standard Rise MCQ card with feedback panel.</p>	<p>What should you consider if a client repeatedly avoids identity verification steps?</p> <ul style="list-style-type: none">• They are likely trying to update their personal information• They may be attempting to bypass required security protocols (correct)• They might simply be unfamiliar with the verification process• They may be preparing to close their account in the near future <p>Correct Feedback: "Repeatedly avoiding verification is a significant behavioral red flag indicating potential fraud risk."</p>	<p>None</p>	<p>1 attempt per question.</p> <p>Inline feedback appears below each selection.</p> <p>User clicks "Continue" to advance.</p>
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QUESTION 3

<p>Standard Rise MCQ card with feedback panel.</p>	<p>Which transaction behavior may signal risk?</p> <ul style="list-style-type: none"> ● A client making small, routine purchases throughout the week ● A planned automatic deposit set up for payday ● A sudden spike in high-value transfers inconsistent with the client's history (correct) ● A client transferring funds between their own verified accounts <p>Correct Feedback: "Unexpected or atypical transaction patterns are strong indicators of potential fraud."</p>	<p>None</p>	<p>1 attempt per question.</p> <p>Inline feedback appears below each selection.</p> <p>User clicks "Continue" to advance.</p>
<p>Notes: (Rise: Knowledge Check – Multiple Choice)</p>			

<p>Slide 1.5 / Menu Title: Key Fraud Indicators Every Associate Should Recognize</p>			
<p>Visual / Display:</p>	<p>Slide Text:</p>	<p>Narration / Voiceover:</p>	<p>Animation / Interaction:</p>

<p>Accordion with three sections, each expanding to reveal text and an image.</p>	<p>Accordion Item 1: Suspicious Transaction Patterns</p> <p>Slide Text:</p> <ul style="list-style-type: none">• Large, rapid, or unusual transfers.• Multiple small transactions meant to evade thresholds.• Abrupt changes from a client's typical activity. <p>Image: Digital financial dashboard with highlighted alerts.</p> <p>Accordion Item 2: KYC Documentation Issues</p> <p>Slide Text:</p> <ul style="list-style-type: none">• Altered or mismatched identification.• Missing, outdated, or inconsistent personal data.• Verification materials that don't align with client profiles. <p>Image:</p>	<p>None</p>	<p>Accordion with three sections, each expanding to reveal text and an image.</p>
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	<p>Document review photo.</p> <p>Accordion Item 3: Behavioral Red Flags</p> <p>Slide Text:</p> <ul style="list-style-type: none"> ● Attempts to bypass identity verification. ● Urgency or emotional pressure tactics. ● Avoiding routine questions or providing vague responses. <p>Image: Client and banker sitting at a desk in discussion.</p>		
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Notes: (Rise: Accordion Block)

Slide 1.6 / Menu Title: What Would You Do?

Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
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<ul style="list-style-type: none"> • Full-width background of a corporate atrium. • Male character (mentor/expert) gesturing while speaking. 	<p>“In this scenario, you’ll decide how to respond to a client’s urgent and suspicious request.”</p>	<p>None</p>	<p>Static</p>
<p>Scenario Introduction (Rise: Continue Button Block on Card)</p>			
<ul style="list-style-type: none"> • White card overlay with scenario text. • Character remains in the background. 	<p>A trusted client requests an immediate, large wire transfer to a new overseas account. They are visibly anxious and insist on bypassing standard verification, claiming it’s an emergency. You sense something isn’t right, but the client is pressing for quick action.</p>	<p>None</p>	<p>User clicks Continue to begin scenario decision.</p>
<p>What should I do?</p>			

<ul style="list-style-type: none"> • White card overlay with scenario text. • Character remains in the background. 	<p>What should I do?</p> <ul style="list-style-type: none"> • Process the transfer immediately as requested • Ask clarifying questions about the transfer and the urgency • Pause the transaction and follow all verification procedures before proceeding (correct) <p>Correct feedback: “Yes, that is the best practice. With this action, I can pause and follow all verification steps—this protects both the client and the bank, even if it means delaying the transaction.</p>	<p>None</p>	<p>Continue button</p>
<p>Key Takeaway (Rise: Scenario Conclusion Block)</p>			

<ul style="list-style-type: none"> • Character now standing calmly with arms folded. • White centered card with text. 	<p>“Whenever red flags appear, always pause, verify, and document before proceeding. Your diligence is essential to preventing fraud and maintaining trust.”</p>	<p>None</p>	<p>“Start Over” button resets scenario.</p>
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Notes: (Rise: Scenario Block with Full-Width Character Video/Image)

Slide 1.7 / Menu Title: Summary and Next Steps

Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<ul style="list-style-type: none"> • Clean white background + text. • Banner image with lock and textured metal behind motivational message. 	<p>“Fraud detection begins with your awareness. By pausing, verifying, and documenting red flags, you protect both clients and the institution from potential harm.”</p>	<p>None</p>	<p>Static</p>

Notes: (Rise: Text Block + Image Banner)

Bottom Quote Block:
“When in doubt: Pause. Verify. Document. Your actions protect your clients and your institution.”

