

How Lineage Bank Returned Millions to End Users After Synapse Collapsed



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Problem

Lineage Bank needed to offboard more than 26,000 end user balances tied to Synapse fintech programs and return funds in a fast, compliant, and transparent way. The accounts spanned all 50 U.S. states, creating significant legal complexity and operational overhead.

The bank faced a unique situation where neither traditional vendors nor internal teams were equipped to manage this level of scale and sensitivity on short notice.

Solution

Eisen deployed its full-service Account Offboarding platform to help Lineage manage disbursements and escheatment in a single, integrated workflow. From identifying unclaimed funds to contacting end users, delivering payments, and preparing state filings, Eisen orchestrated the entire lifecycle – eliminating the need for multiple vendors or internal development.

Key steps included:

1. Disbursing over 26,000 end user balances across 57 customized batches
2. Delivering funds securely via digital and physical checks, with an average turnaround under 2 days
3. Monitoring redemption rates, managing check expiration and positive pay, and triggering reissuance workflows
4. Initiating early escheatment for unresolved funds to maximize Synapse customer recoveries

"We needed a partner that could move fast, understand the regulatory nuance required, and rapidly deliver funds to impacted Synapse end users. Eisen's ability to combine disbursements and escheatment into a single, streamlined process made them the obvious choice. They took on a hefty load and provided an immense amount of value."

– **Shawn Wikoff**, SVP of Product & Technology Strategy, Lineage Bank



Result

With Eisen, Lineage Bank successfully returned millions of dollars to impacted customers.

Faster Redemption

Digital checks cleared in 10.1 days on average vs. 20.3 days for physical checks

Higher Redemption Rates

66% of digital checks were redeemed vs. 46% of physical checks