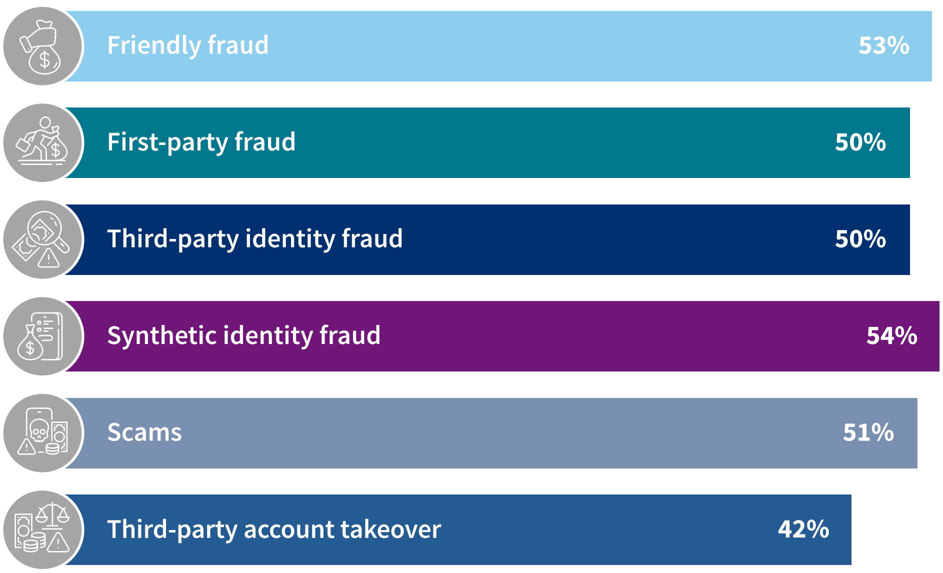
2023 LexisNexis® True Cost of Fraud™ Study

U.S. and Canada **Financial Services and Lending**

LexisNexis® RISK SOLUTIONS

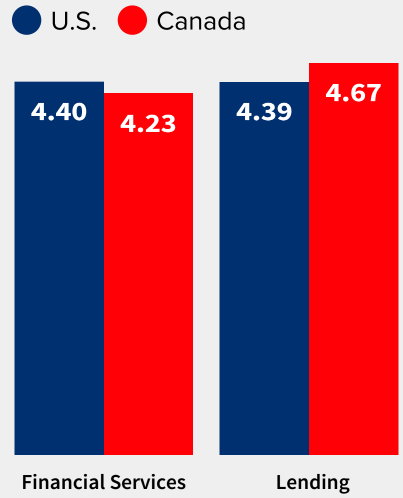
Increased digitalization affords fraudsters more opportunities to exploit both consumer identities and accounts.

About six in 10 respondents from financial institutions reported an increase in fraud.



True Cost of Fraud Goes Far Beyond Face Value Lost

Fraud costs firms **4.41x** the lost transaction value, including fines, fees and investigative costs.



Impact of Fraud on Financial Institutions

Fraud degrades customer relationships, including:

81%	79%	76%	76%	76%
Increases resource commitment toward fraud management	Difficulty establishing trust with customers	Reduces customer satisfaction due to poor customer experience	Customer churn	Damage to brand/reputation

Investment Plans within 2 Years

Firms are investing in solutions that can help balance customer friction and fraud prevention.

1. Authentication using behavioral biometrics (e.g. device-usage patterns)
2. Automated transaction scoring
3. Browser/malware tracking
4. Geolocation
5. Authentication using OTP or two-factor authentication

Base: 346 decision-makers at financial institutions in the U.S. and Canada with responsibility for financial fraud strategy
Source: A commissioned study conducted by Forrester Consulting on behalf of LexisNexis® Risk Solutions, July 2023

Read the full study

About LexisNexis® Risk Solutions

LexisNexis® Risk Solutions includes seven brands that span multiple industries and sectors. We harness the power of data, sophisticated analytics platforms and technology solutions to provide insights that help businesses and governmental entities reduce risk and improve decisions to benefit people around the globe. Headquartered in metro Atlanta, Georgia, we have offices throughout the world and are part of RELX (LSE: REL/NYSE: RELX), a global provider of information-based analytics and decision tools for professional and business customers. For more information, please visit LexisNexis Risk Solutions and RELX.