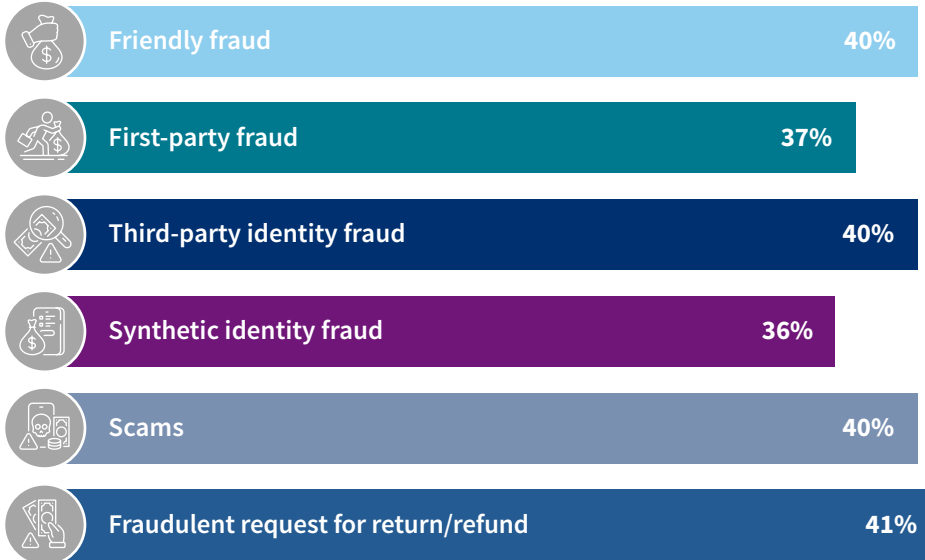


2023 LexisNexis® True Cost of Fraud™ Study

U.S. and Canada Retail and Ecommerce

Fraud has become more frequent and sophisticated as new types of digital commerce and payment methods have proliferated in North America.

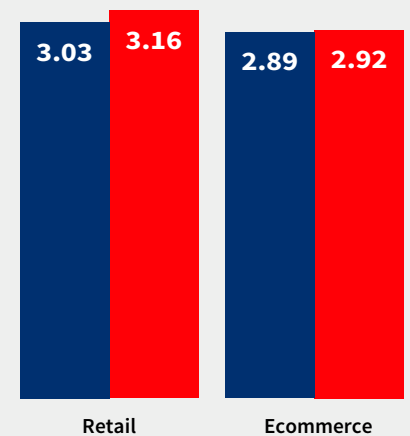
Over half of merchants (55%) reported an increase in fraud.



True Cost of Fraud Goes Far Beyond Face Value Lost

Fraud costs merchants **3x** the lost transaction value, including fees, fines and merchandise costs.

● U.S. ● Canada



Impact of Fraud on Retail and Ecommerce Fraud degrades customer relationships, including:



Investment Plans within 2 Years Merchants are investing in solutions that can help balance customer experience and fraud prevention.

- 1** Authentication using behavioral biometrics (e.g. device-usage patterns)
- 2** Geolocation
- 3** Automated transaction scoring
- 4** Phone verification
- 5** Authentication using biometrics (e.g. fingerprint, face recognition)

Base: 358 decision-makers at retail/ecommerce organizations in the U.S. and Canada with responsibility for 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](#).

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