

# THE GLOBAL CYBERCRIME OUTLOOK SHOWS OPPORTUNITY FOR TRUST-BASED DIGITAL EXPERIENCES ACROSS THE CUSTOMER JOURNEY

Explore findings from The LexisNexis® Risk Solutions Cybercrime Report, July to December 2020

## DIGITAL COMMERCE DOMINATES THE MARKET



Pandemic-driven necessity drove new-to-digital consumers online in an acute shift and at significant volumes.



**24.6B**  
transactions processed  
July-December 2020



**29% ▲**  
growth in global  
transaction volume  
year-over-year (YOY)



**29% ▲**  
growth in financial  
services transactions



**38% ▲**  
growth in eCommerce  
transactions



This trend marks a move that places a premium on seamless trusted customer interactions within an omni-channel ecosystem.

**17.0B**

**26% ▲**  
growth in volume of  
login transactions YOY

**4.3B**

**34% ▲**  
growth in volume  
of payments  
transactions YOY



**NEARLY 7/10**  
transactions were  
from a mobile device



**28%**  
mobile  
browser

**72%**  
mobile  
app



## BUSINESSES PRIORITIZING IDENTITY TRUST EXPERIENCED LESS FRAUD



Organizations in the LexisNexis® Digital Identity Network® saw a decline in attacks despite an increase in transaction volumes.

**235M**

**58% ▼**  
decline in  
human-initiated  
attack rate YOY

**1.2B**

**2% ▼**  
decline in automated  
bot attacks YOY



**44%**  
desktop

**56%**  
mobile



**16% ▼**  
decrease in attacks  
coming from mobile  
devices YOY



Statistics illustrate how a dynamic, multi-layered fraud defense creates a significant deterrent for cybercriminals. Proactive fraud prevention plays a pivotal role as consumers expect a well-protected and highly-personalized experience across all digital channels.

## FROM AN INDUSTRY PERSPECTIVE, FRAUD VULNERABILITIES PERSIST WITHIN THE CUSTOMER JOURNEY



**Financial Services**

**812M**

**8% ▼**  
decline in financial  
services bot volume



**3.6%**  
financial services  
payment transactions  
record highest overall  
attack rate of all industries



**eCommerce**

**207M**

**32% ▲**  
growth in eCommerce  
bot volume



**2.7%**  
mobile app attack rate  
on eCommerce payment  
transactions is highest of  
all industries



**Media**

**170M**

**10% ▲**  
growth in media  
bot volume



**16.6%**  
media new account  
creations represent the  
highest attack rate of  
all industries



Media remains the industry with the highest overall attack rates



## COMMON FRAUD THREATS CARRY A GLOBAL CALLING CARD

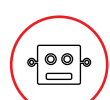


Predominant fraud trends illustrate the leading cybercrime concerns in today's global markets.



### IDENTITY SPOOFING

was the most prevalent attack vector and was seen in 5% of all global transactions. This was followed by device spoofing at 4.2%.



### AUTOMATION

is the method of choice. Attack growth generally comes from automated bot volume.



### NETWORKED FRAUD

remains a highly nuanced threat. The Digital Identity Network® continues to record a strong pattern of cross-organizational, cross-industry and even cross-regional fraud. Hyperconnected networks continue to exploit the same lists of stolen identity data across multiple regions and industries.

**PRIORITIZE TRUSTED INTERACTIONS ACROSS EVERY CHANNEL WITH A UNIFIED, RISK-BASED IDENTITY VIEW.**

For more information, visit [risk.lexisnexis.com/GlobalCybercrimeTrends](https://risk.lexisnexis.com/GlobalCybercrimeTrends)