



# 2019 LexisNexis® True Cost of Fraud™ APAC Study: Focus on Singapore

LexisNexis® Risk Solutions surveyed risk and fraud decision-makers about fraud trends in the Singaporean retail, e-commerce and financial services markets. Below are the highlights.

## The average cost of fraud in Singapore

**3.45x** the value of a lost transaction  
**= 1.57%** of annual revenue



Retail = **2.78x**



e-Commerce = **3.03x**



Financial Services = **3.88x**

Remote channels including e-commerce and m-commerce present the highest fraud risk:

**3.98x** for m-commerce

Mobile transaction attacks grew **17% YOY<sup>1</sup>**

**26%** of Singaporeans shop online at least once a week —the highest percentage per capita in SEA<sup>2</sup>

49% of m-commerce transactions are through mobile apps



Historically less secure

Targeted by fraudsters at a global level<sup>3</sup>

And yet increasingly more accepted by businesses to remain competitive and grow

## #1 challenge for all transaction channels: Verifying customer identity

Selling digital goods increases the risk of fraud but the channel is too important to ignore. So how do you...



Balance transaction speed/approval vs. customer friction?



Identify synthetic identities?

Fraud:

**68%** comes from online channels

vs.

**29%** in-person

Credit/debit transactions

**= 71%** of fraud losses; **44%** are “card not present” fraud

Factors contributing to increased fraud risk by channel:



**Mobile** – Botnet attacks and consumer risk behaviors like using open WiFi networks



**Cross Border** – Uncertainties regarding transaction origination and new payment methods



**Digital** – Speed of transactions, bots testing stolen cards and use of synthetic identities

Identifying and reducing fraud:

**44%** of transactions are flagged by an automated system

**64%**

are sent for manual review

**37%**

are declined in error

LexisNexis® Risk Solutions provides a powerful solution for identity intelligence and authentication—visit [risk.lexisnexis.com/global/en/products/threatmetrix](https://risk.lexisnexis.com/global/en/products/threatmetrix) for a free demo.

To learn more about the true cost of fraud in Singapore, download the complete report at [risk.lexisnexis.com/apactcofs](https://risk.lexisnexis.com/apactcofs)



**LexisNexis®**  
RISK SOLUTIONS

<sup>1</sup> ThreatMetrix® H2 2018 Cybercrime Report

<sup>2</sup> <https://www.mti.gov.sg/Newsroom/Press-Releases/2019/05/Singapore-leads-the-way-in-new-Digital-Economy-Partnership-Agreement-with-Chile-and-New-Zealand>

<sup>3</sup> <https://www.appsflyer.com/resources/the-state-of-mobile-fraud-q1-2018/>

LexisNexis and the Knowledge Burst logo are registered trademarks of RELX Inc. True Cost of Fraud is a trademark of LexisNexis Risk Solutions Inc. ThreatMetrix is a registered trademark of ThreatMetrix, Inc. Copyright © 2020 LexisNexis Risk Solutions.