

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

The average cost of fraud in the Philippines

3.46X the value of a lost transaction

= 2.03% of annual revenue



e-Commerce = 2.81x



Retail = 2.94x



Financial Services = 4.01x

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

for m-commerce

transaction attacks grew 17% YOY1

M-commerce is growing quickly in the Philippines -65% are online and using their mobile devices as "remote controls" for commerce and entertainment²

46% of m-commerce transactions are through mobile apps



- Historically less secure
- Targeted by fraudsters at a global level³ 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: online channels



 $\sqrt{5}$ 270/0 in-person

Credit/debit transactions

= 73% of fraud losses; 37% 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:

of transactions are flagged by an automated system



• 670/0 are sent for manual review

32% of declined transactions turn out to be false positives

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

To learn more about the true cost of fraud in the Philippines, download the complete report at risk.lexisnexis.com/apactcofp



¹ ThreatMetrix® H2 2018 Cybercrime Report $^2\ https://news.abs-cbn.com/business/04/05/18/mobile-remote-points-to-10-billion-e-commerce-market-in-ph-google$

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