

Managing Fraud in the Travel Industry

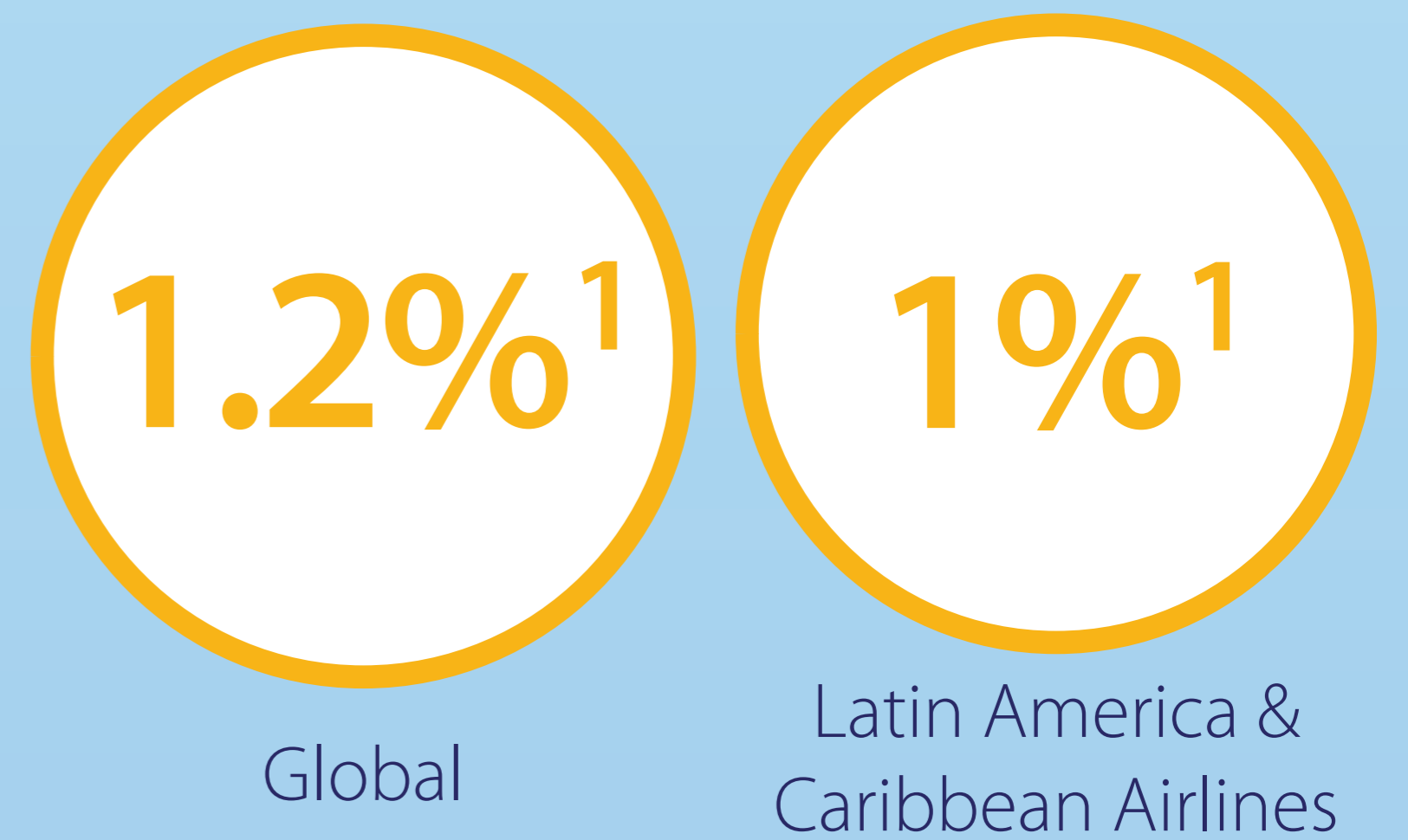
As airline efforts to promote online direct distribution are increasing, payments are becoming a greater area of focus. The focus is to not only reduce costs but also to enable expansion into new markets and create seamless digital experiences. However, this new environment opens up airlines to new fraud scenarios, including fraud in loyalty programs, mobile, cross-border transactions and last minute bookings.

With **\$280 billion³** flowing through airline direct sales channels by 2020, the revenue loss rate of **1.2%¹** may translate into a direct impact of **\$2.8 billion** in lost revenue if this trend is not reversed³.

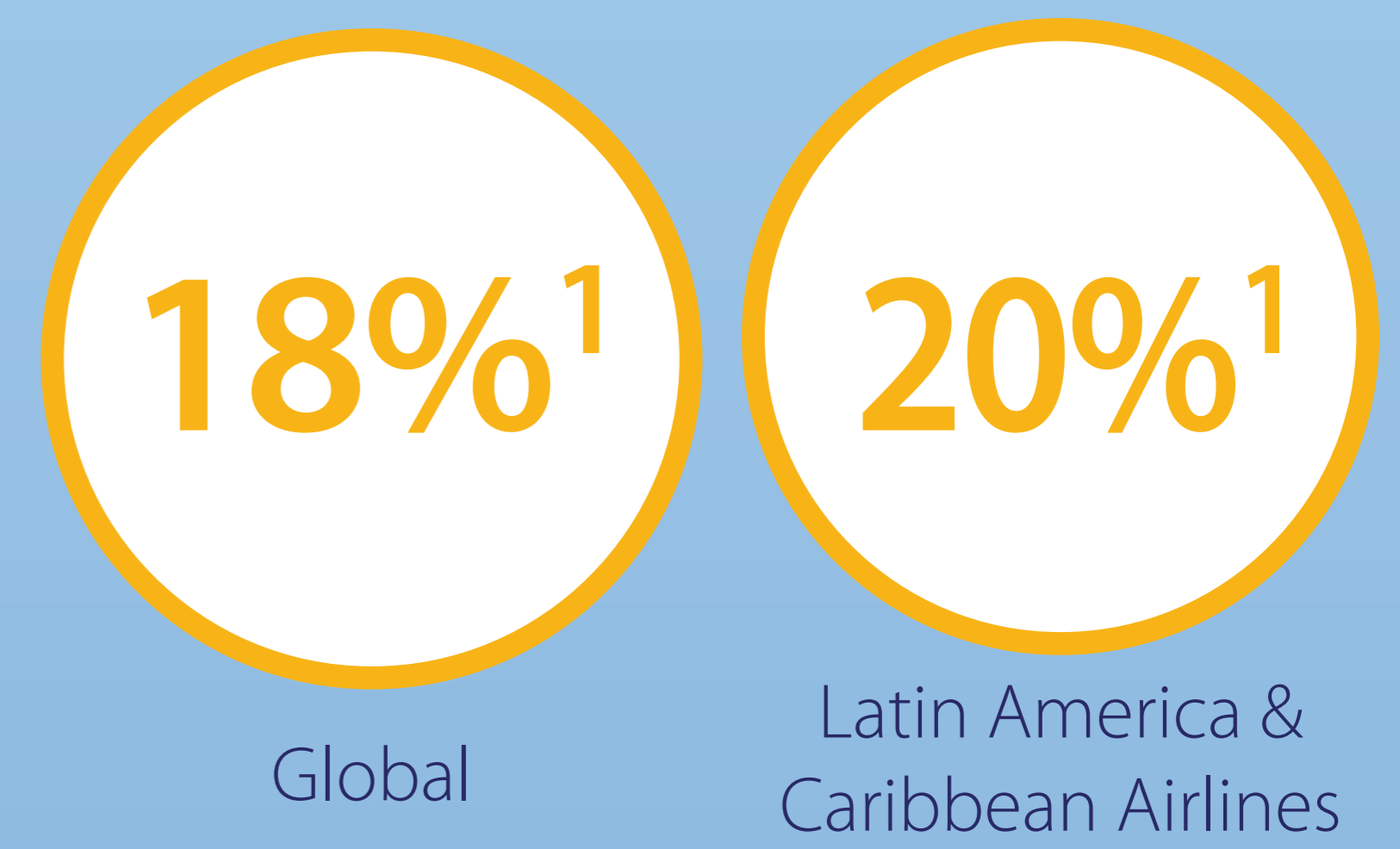
Check out some key Fraud Management Statistics from Latin America's airlines



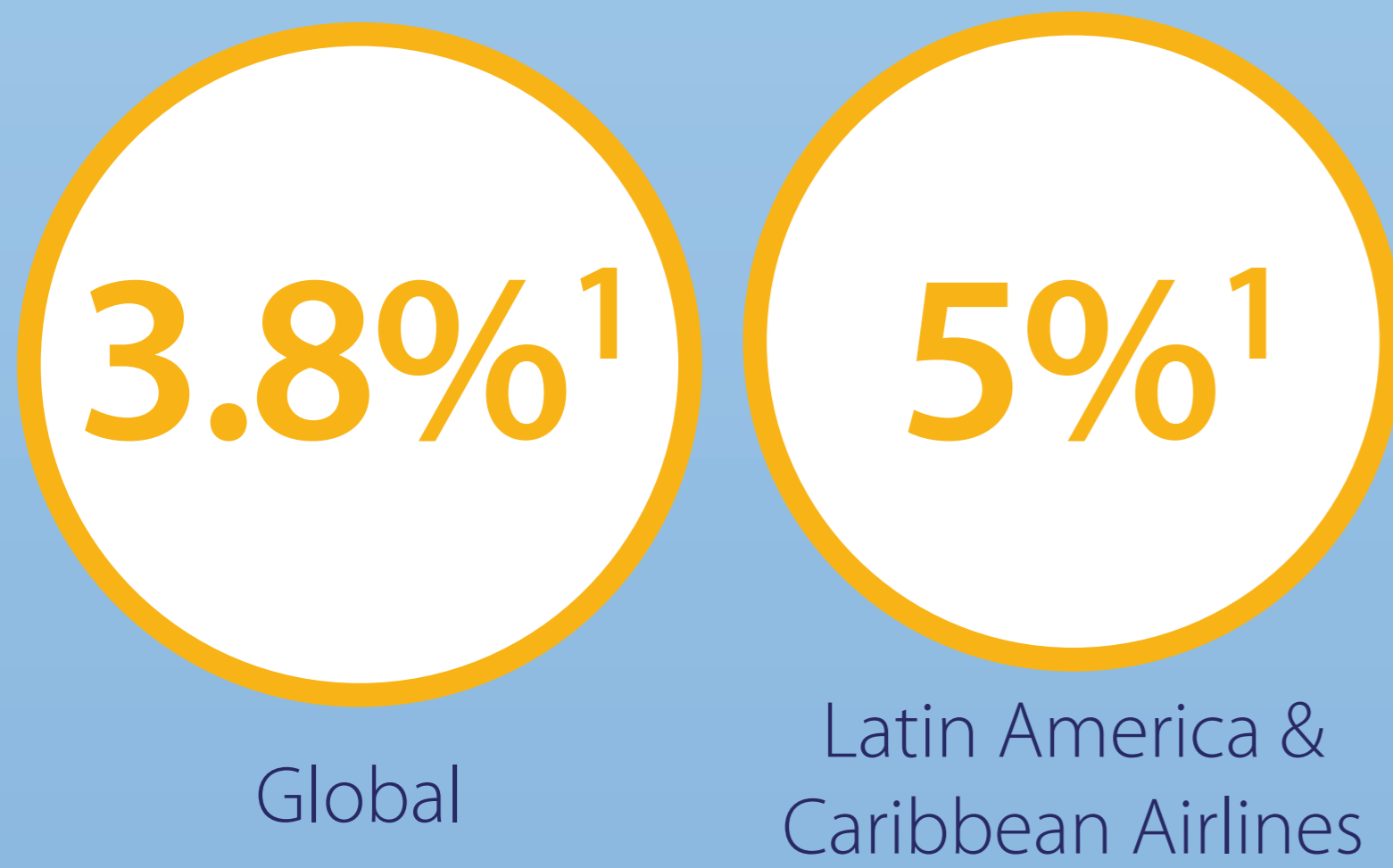
Chargeback rate by revenue



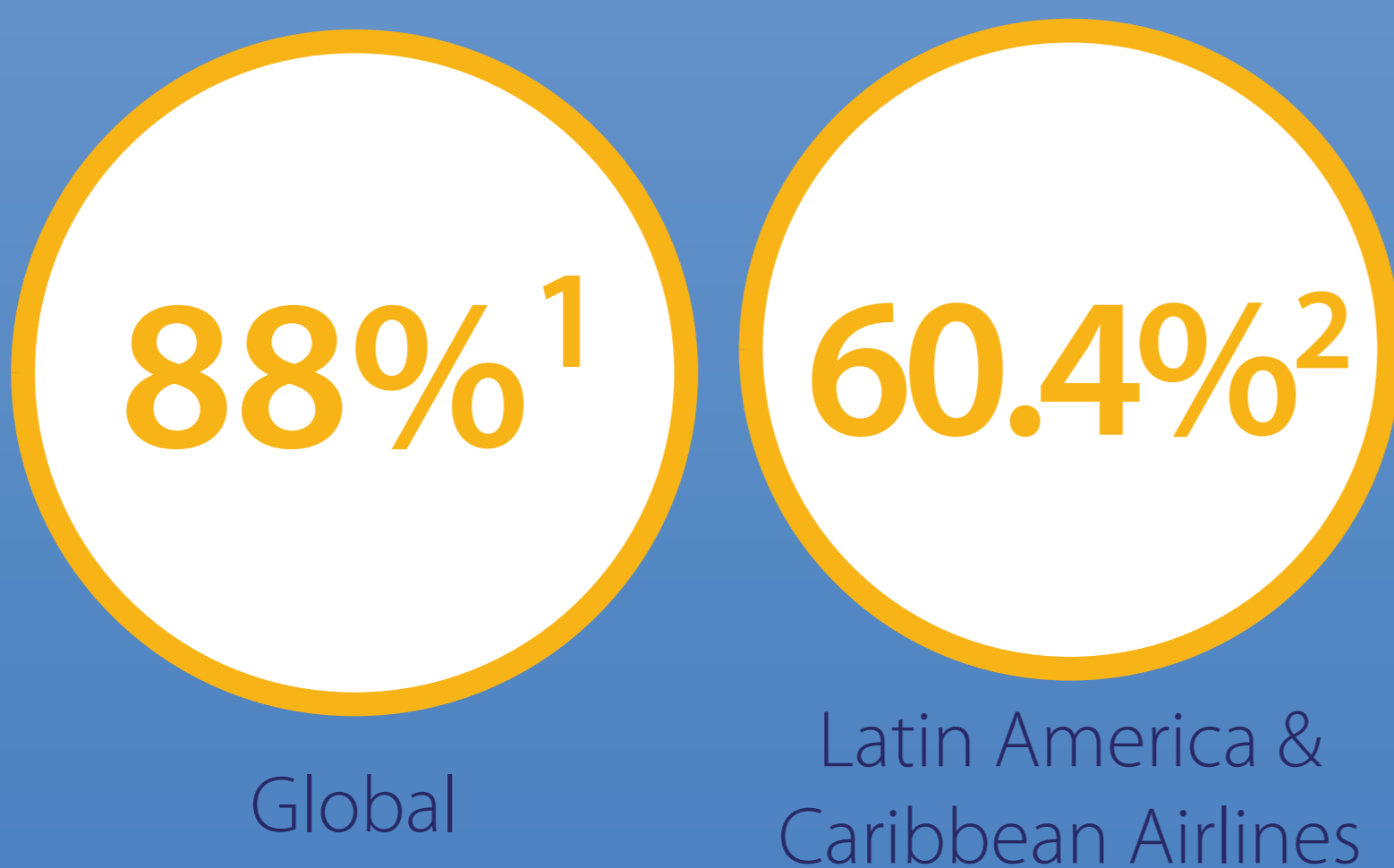
Manual review rate



Rejected bookings



Accepted bookings post manual review



1. CyberSource 2018 Global Airline Fraud Study.
 2. Combination of results from CyberSource 2018 Global Airline Fraud Study and CyberSource LAC Online Fraud Report 2017.
 3. PhocusWright Projections, March 2018.

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