

# 2019 Global eCommerce Fraud Management Report

Our global report<sup>1</sup> captures the views of nearly 2,800 fraud management specialists, representing organizations across 34 countries.

Offering key insights and tips, it examines the characteristics of those organizations that place equal importance on all three areas of the fraud management balancing act:



When we compare those that place equal attention on all three aspects—those that appear to have mastered balance—to those that don't, we see statistically significant differences that mark the former as **leaders**.

## EXECUTIVE SUMMARY

The survey reveals a number of statistically significant differences between those that prioritize balance, a group we are calling the leaders, and those that don't, the rest of the respondents.

Just 18% of the respondents are categorized as **leaders**. They:

1

Have a chargeback rate **four times lower** than the other respondents<sup>2</sup>

LEADERS 0.1%

OTHERS 0.4%

2

Are **2.5x more likely** to rate eCommerce fraud management as extremely important to their organization's business strategy

LEADERS 83%

OTHERS 35%

3

Find it less of a challenge to respond to emerging fraud attacks

LEADERS 38%

OTHERS 46%

4

Have a significantly greater range of capabilities that give them agility to respond to the dynamic landscape they operate in

5

Have a greater capability to use data effectively for fraud management

LEADERS 67%

OTHERS 39%

6

Are less likely to conduct manual review...

LEADERS 82%

OTHERS 90%

...and spend less in this area

Leaders allocate less of their annual eCommerce fraud management budget to order review staff

LEADERS 37%

OTHERS 42%

In our report we explore these differences, and offer insights and tips to help your organization move forward with its own fraud management strategies and practices.