**The changing faces of fraud**

Globally, US$4 trillion is projected to be lost to fraud each year, as fraudsters become more adept at using technology. More than two in five consumers worldwide have experienced fraud online.

Worldwide, more organisations are experiencing an increase in fraud:

<table>
<thead>
<tr>
<th>Region</th>
<th>2016</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>North America</td>
<td>37%</td>
<td>54%</td>
</tr>
<tr>
<td>Western Europe</td>
<td>40%</td>
<td>45%</td>
</tr>
<tr>
<td>Eastern Europe</td>
<td>33%</td>
<td>47%</td>
</tr>
</tbody>
</table>

**Business Email Compromise (BEC)** is a specialist phishing attack that targets corporates. Between June 2016 and June 2018, BEC scams resulted in global losses of US$26 billion.

**Payment Card Fraud**

<table>
<thead>
<tr>
<th>Type</th>
<th>2016 Loss</th>
<th>2018 Loss</th>
</tr>
</thead>
<tbody>
<tr>
<td>Online purchase</td>
<td>$150,000</td>
<td>$150,000</td>
</tr>
<tr>
<td>Lost and stolen cards</td>
<td>$150,000</td>
<td>$150,000</td>
</tr>
<tr>
<td>Fraud</td>
<td>$150,000</td>
<td>$150,000</td>
</tr>
<tr>
<td>Counterfeit cards</td>
<td>$150,000</td>
<td>$150,000</td>
</tr>
<tr>
<td>Card not received</td>
<td>$150,000</td>
<td>$150,000</td>
</tr>
</tbody>
</table>

**ATM Fraud**

Globally, card skimming costs US$2 billion.

**Elder Fraud**

Older consumers are more likely to fall victim to fraud.

**Corporate Fraud**

Business and Government Impersonation Scams:

- Online shopping
- Business and Government Impersonation Scams
- Online shopping

**Online purchase** is more common among older consumers. In 2018, consumers aged 60 and older reported a significant increase in median loss to fraud compared to younger consumers.

**Payment Security Scams**

- Fraud Prevention
- Identity Authenticity
- Password Protection
- Fund Transfers
- Your PIN and password are private. The bank will never ask you for that. Never share your PIN and password with anyone.

**Fraud attacks can occur anywhere, anytime. Always be on the lookout for warning signs by checking the:**

- Identity
- Authenticity
- Password Protection
- Fund Transfers

**SPOT. STOP. REPORT**

If you suspect any fraud activity, report the incident to your bank immediately. The quicker the fraud is reported, the higher the chances of recovery.