

 MORNING CONSULT®



2022 IBM GLOBAL FINANCIAL FRAUD IMPACT REPORT

FEBRUARY 15-25, 2022

KEY FINDINGS

- 1. Credit card fraud is the most common type of fraud experienced across all countries.** Nearly a third (31%) in Brazil have experienced credit card fraud.
- 2. Brazilian and Singaporean adults are most concerned with financial security issues,** but a substantial portion of adults across all countries are concerned about credit card fraud, debit card fraud, digital payment fraud, digital wallet fraud, and banking fraud.
- 3. On average, German adults lost more due to fraudulent charges** than adults in any other country – with an average of 3,500 euros lost in the past twelve months due to fraudulent charges.
- 4. Japanese respondents are less confident in their bank/credit card company's ability to handle fraud,** but a majority across all countries feel confident in their bank/credit card company's ability to handle fraud.
- 5. A majority of adults in all countries are more likely to purchase a product from a business that has fraud prevention technology in place.**
- 6. Across all countries, respondents think banks and payment networks are most responsible for preventing fraud.** In most countries, consumers see banks as most responsible for preventing fraud, but a plurality of respondents in China think government regulators are most responsible.

AGENDA

EXPERIENCES WITH FRAUD & SUSPICIOUS
ACTIVITY

IMPACT OF FRAUD & SUSPICIOUS ACTIVITY

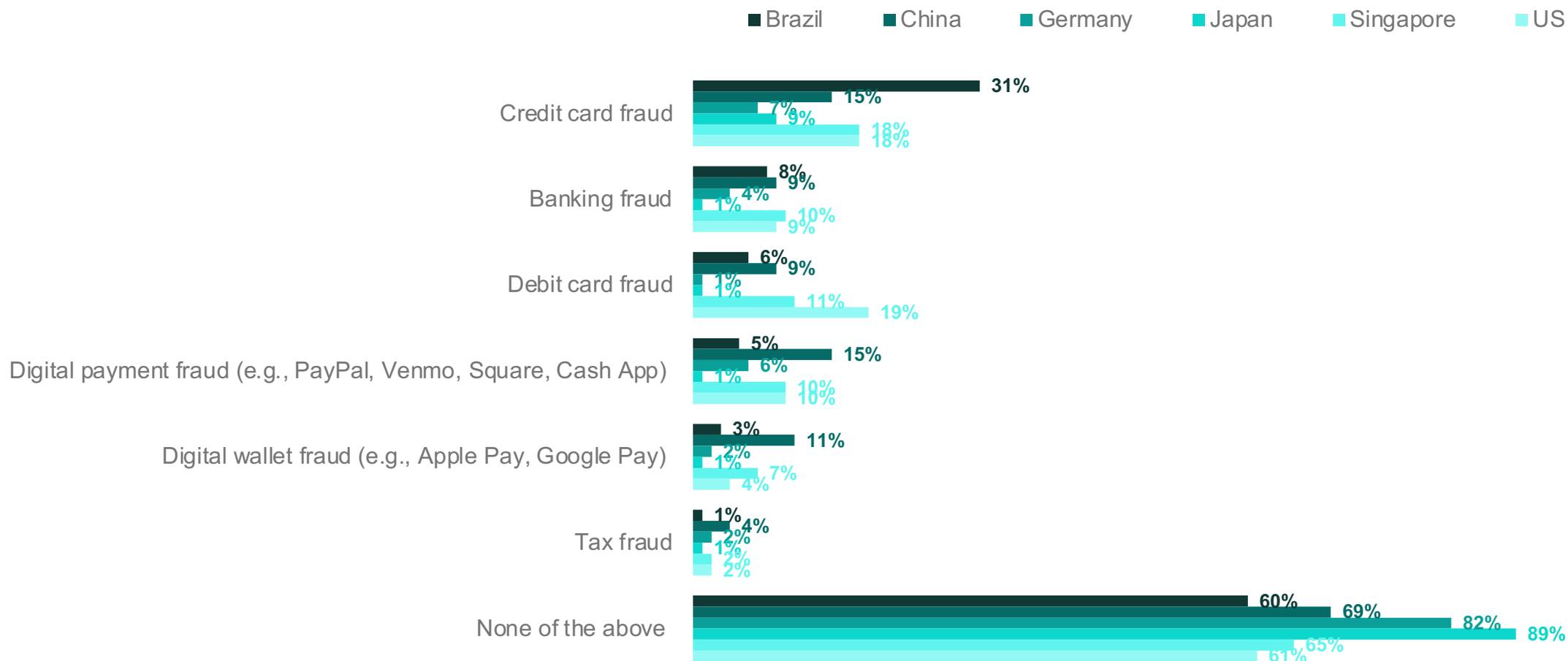
FRAUD PREVENTION & RESPONSIBILITY



EXPERIENCES WITH FRAUD & SUSPICIOUS ACTIVITY

Credit card fraud is the most common type of fraud experienced across all countries; nearly a third (31%) in Brazil have experienced credit card fraud

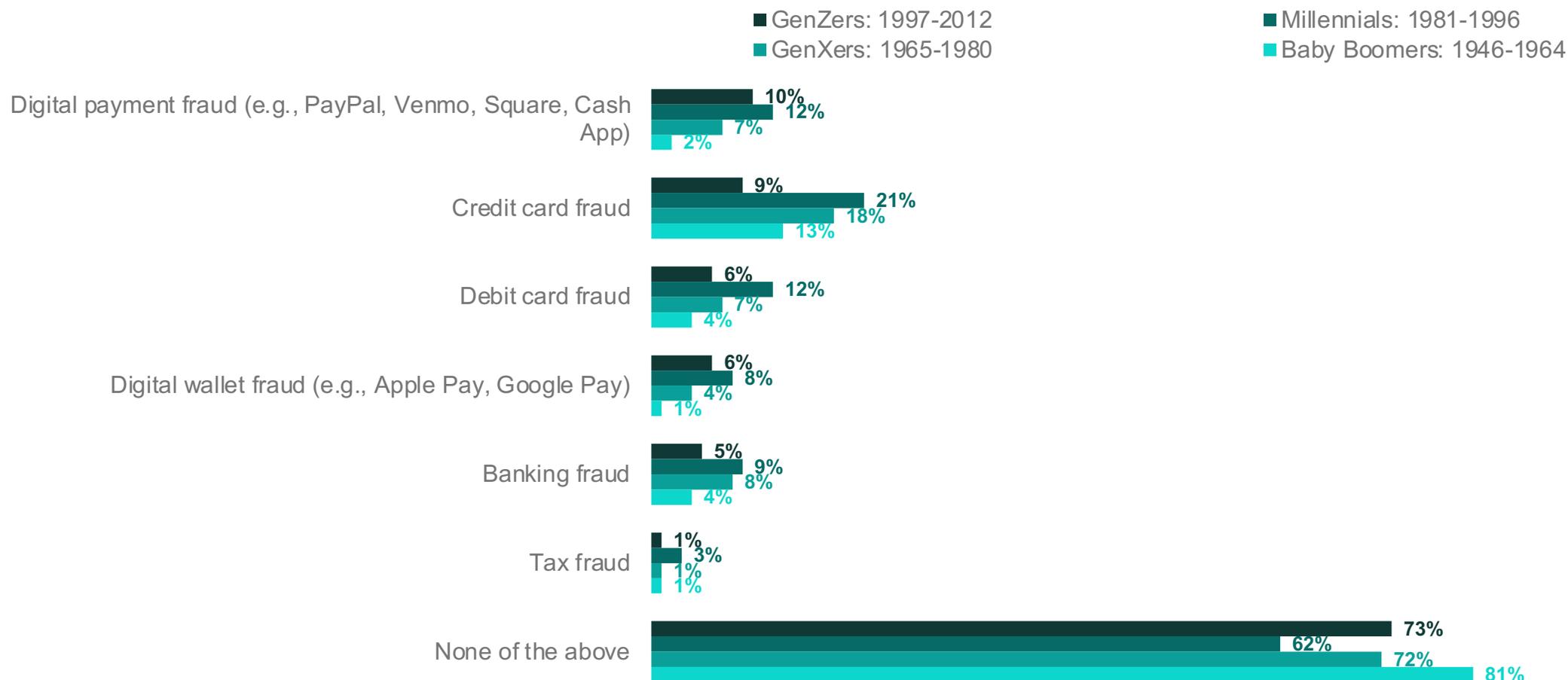
Have you personally experienced any of the following types of financial security issues? Select all that apply? [Showing % Selected]



EXPERIENCES WITH FRAUD & SUSPICIOUS ACTIVITY

Millennials are more likely than any other generation to have experienced credit card fraud, but a majority across generations have not experienced any financial security issues

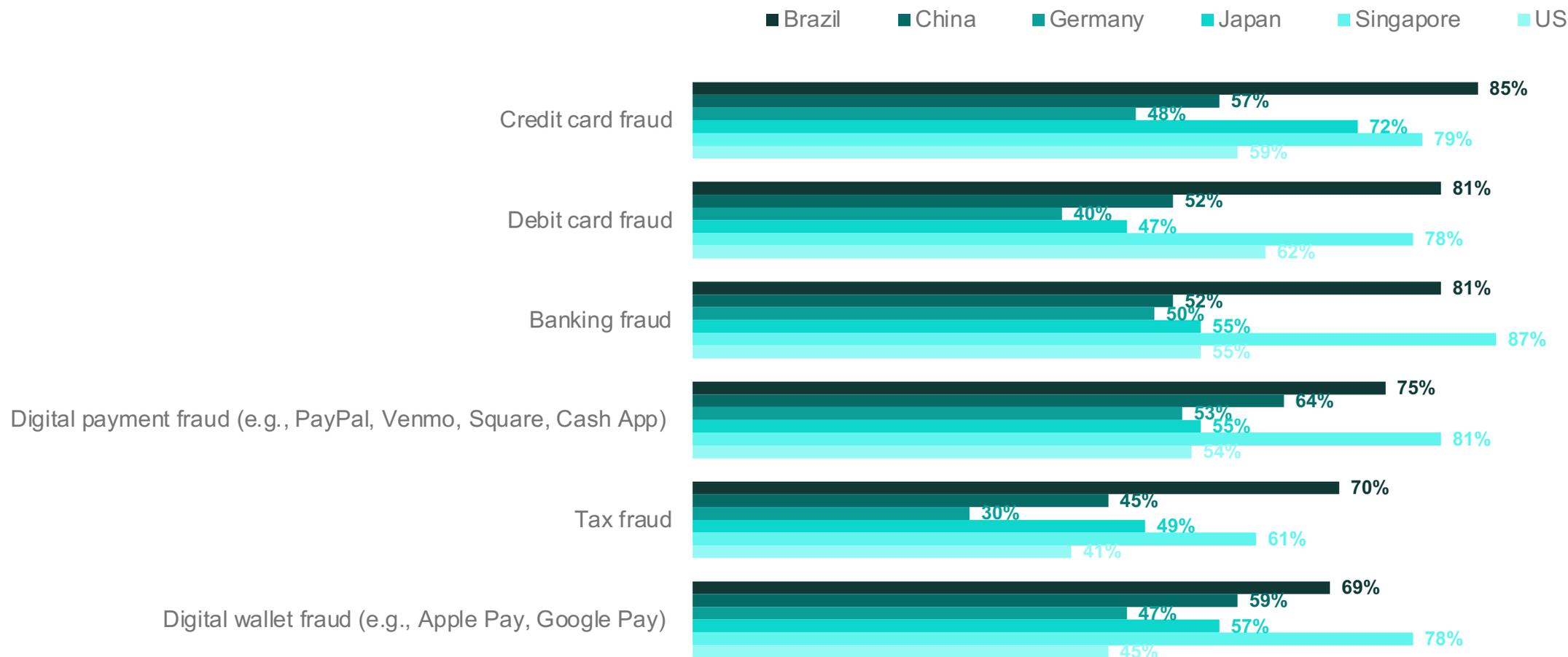
Have you personally experienced any of the following types of financial security issues? Select all that apply? **[Showing % Selected]**



EXPERIENCES WITH FRAUD & SUSPICIOUS ACTIVITY

Brazilian and Singaporean adults are most concerned with financial security issues, but a substantial portion of adults across all countries are concerned about credit card fraud, debit card fraud, digital payment fraud, digital wallet fraud, and banking fraud

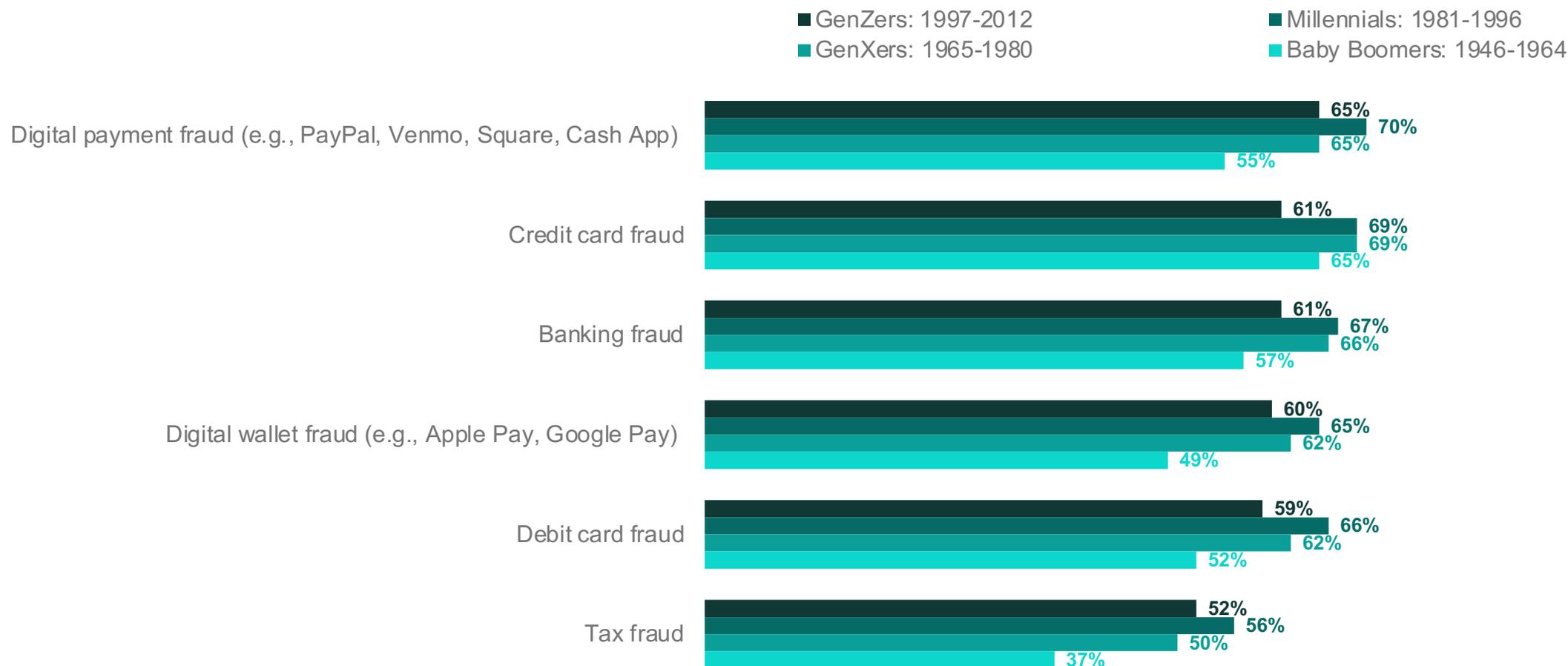
How concerned are you that the following types of financial security issues may happen to you in the future? [Showing % Very concerned + Somewhat concerned]



EXPERIENCES WITH FRAUD & SUSPICIOUS ACTIVITY

Millennials are most concerned with financial security issues, especially credit card fraud and digital payment fraud, but a majority across all generations are concerned they may be victim of credit card fraud, debit card fraud, digital payment fraud, and banking fraud

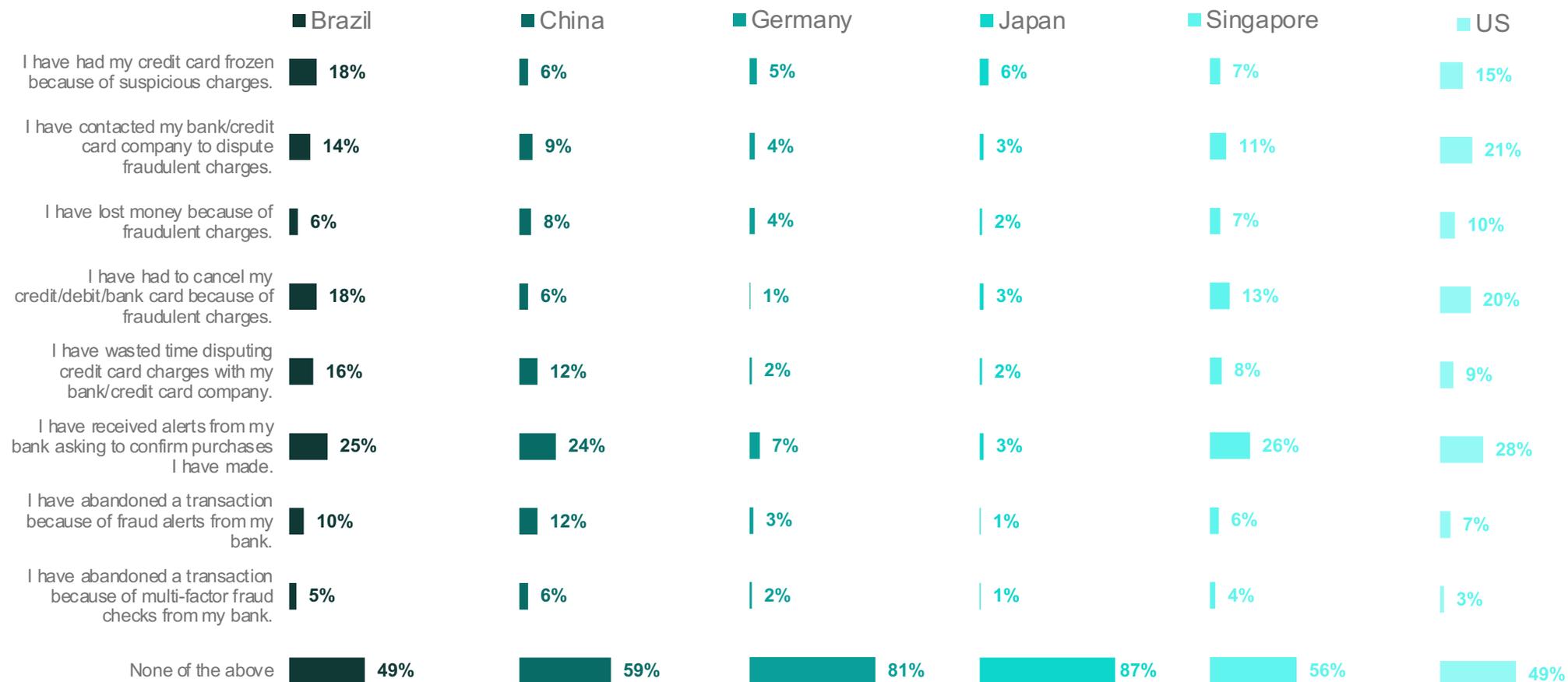
How concerned are you that the following types of financial security issues may happen to you in the future? [Showing % Very concerned + Somewhat concerned]



EXPERIENCES WITH FRAUD & SUSPICIOUS ACTIVITY

Around a quarter of respondents in the US (28%), China (24%), Singapore (26%), and Brazil (25%) have received alerts from their bank to confirm purchases they have made; respondents in the US are more likely than respondents in any other country to have disputed fraudulent charges

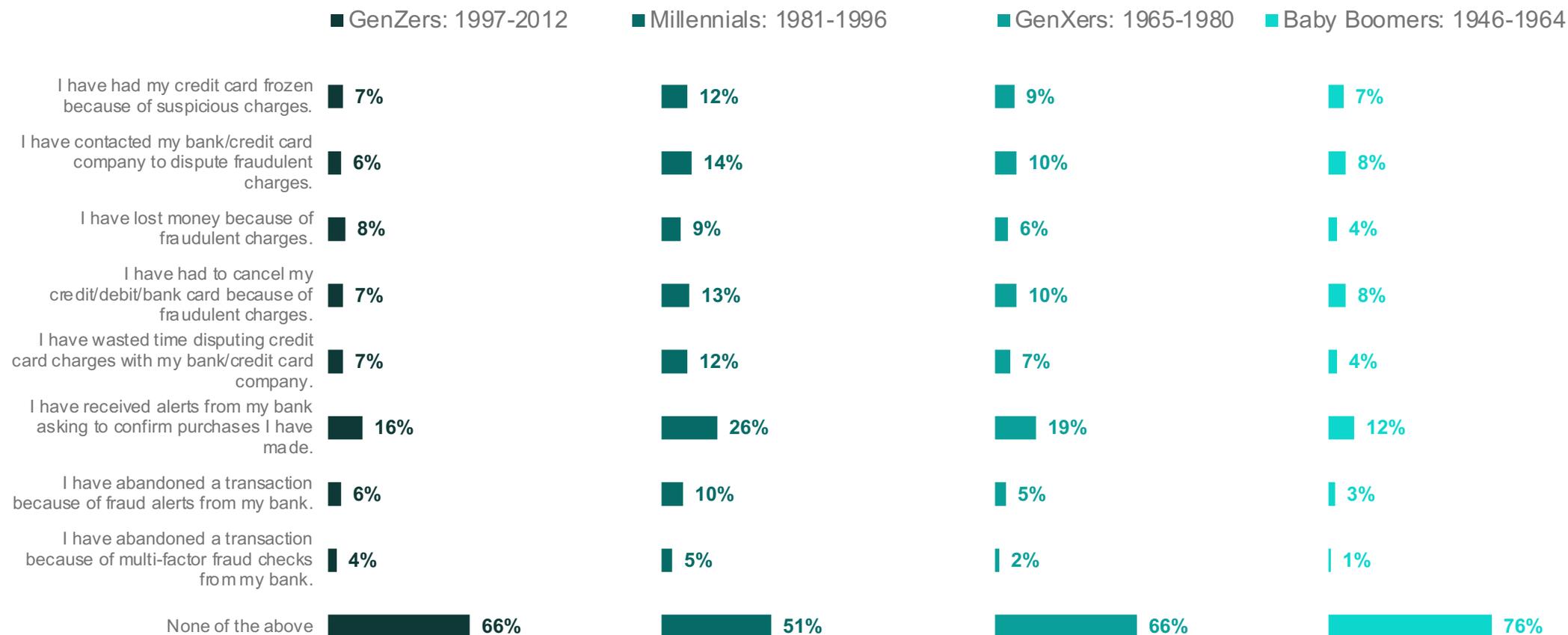
Have you experienced any of the following in the past 12 months? Select all that apply. **[Showing % Selected]**



EXPERIENCES WITH FRAUD & SUSPICIOUS ACTIVITY

Over a quarter (26%) of Millennials have received alerts from their bank asking them to confirm purchases they have made

Have you experienced any of the following in the past 12 months? Select all that apply. [Showing % Selected]



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EXPERIENCES WITH FRAUD & SUSPICIOUS
ACTIVITY

IMPACT OF FRAUD & SUSPICIOUS ACTIVITY

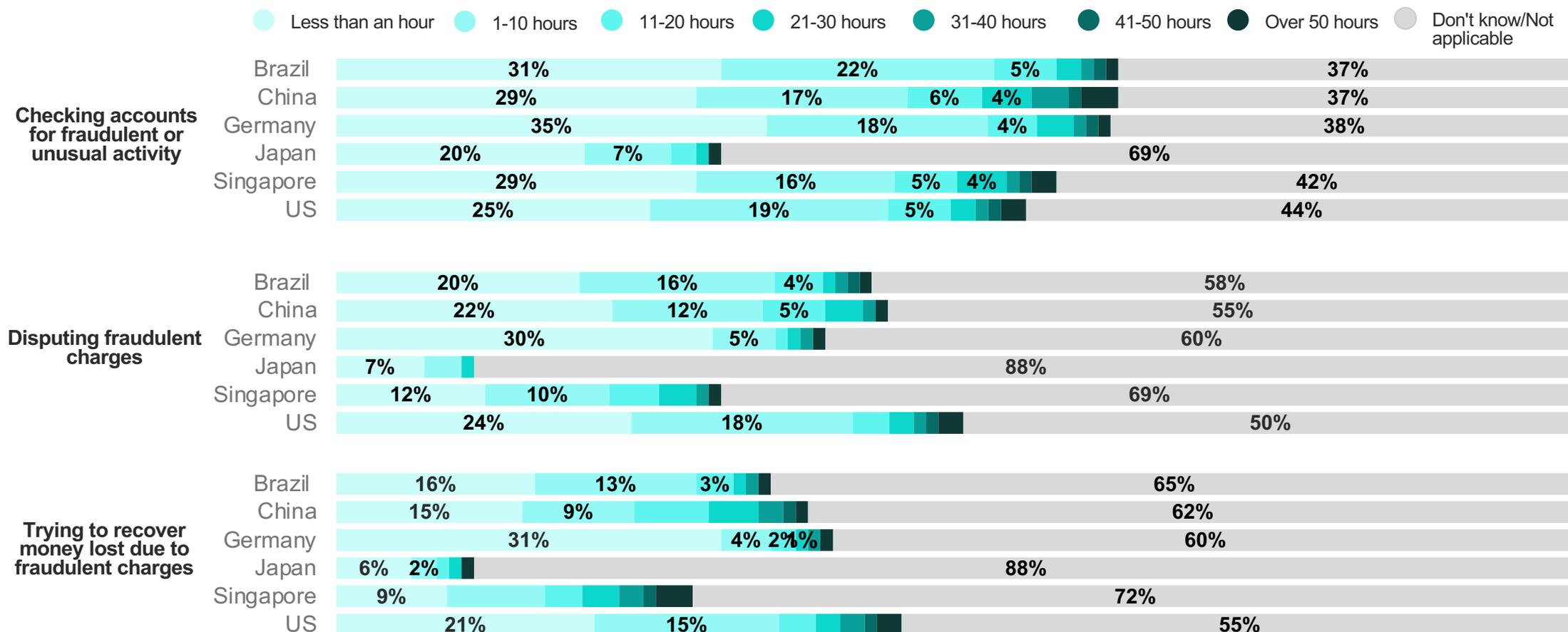
FRAUD PREVENTION & RESPONSIBILITY



IMPACT OF FRAUD & SUSPICIOUS ACTIVITY

Less than a third of respondents across all countries have spent less than an hour checking accounts for fraudulent or unusual activity in the past 12 months

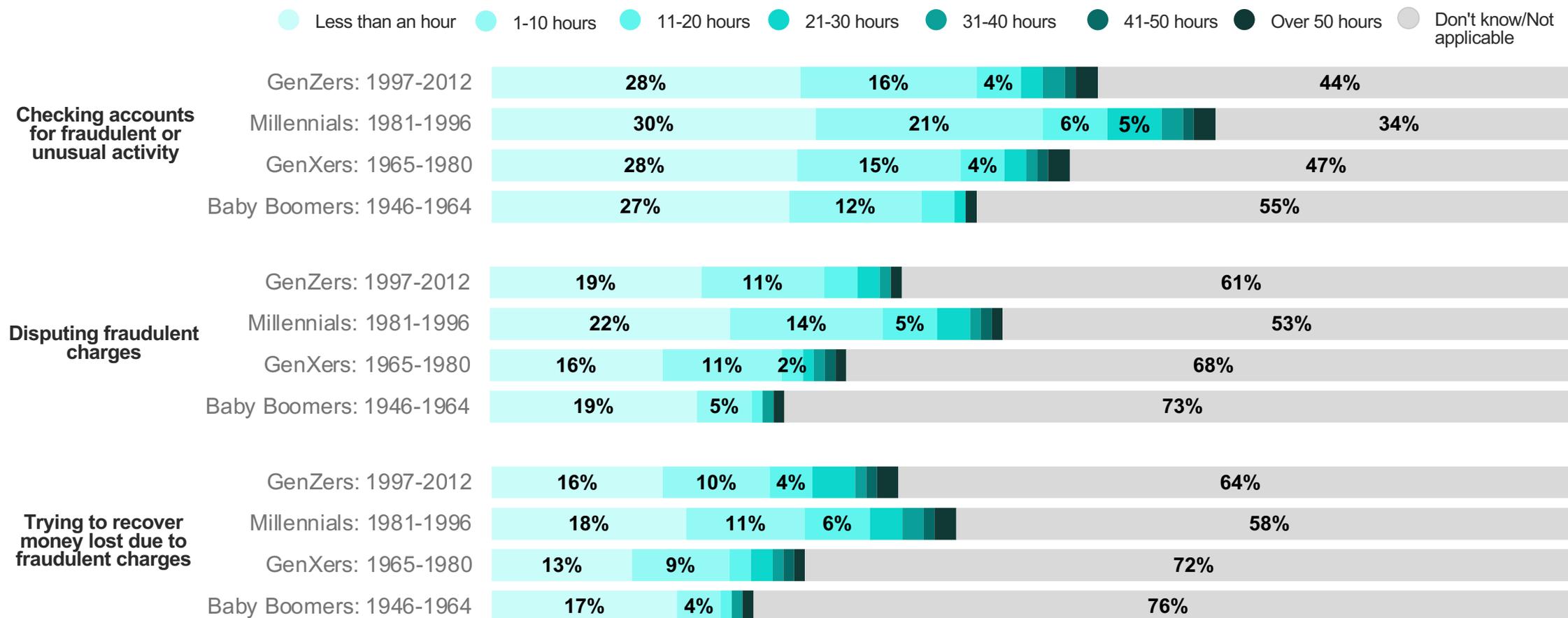
In the past 12 months, how many hours have you spent doing the following?



IMPACT OF FRAUD & SUSPICIOUS ACTIVITY

More than a third of millennials (37%) have spent over an hour in the past year checking their accounts for unusual activity

In the past 12 months, how many hours have you spent doing the following?



IMPACT OF FRAUD & SUSPICIOUS ACTIVITY

On average, German adults lost more than adults in any other country – with an average of 3,500 euros lost in the past twelve months due to fraudulent charges

Approximately, how much money have you lost from fraudulent charges in the last 12 months? **[Showing average prices]**

Country	Average Price (local currency)	Average Price (US currency)
Brazil	R\$2,978.23	\$581.35
China	¥3,253.22	\$515.66
Germany	€3,519.99	\$3,917.40
Japan	¥12,852.50	\$111.19
Singapore	S\$1,648.52	\$1,216.77
US	\$265.09	\$265.09

IMPACT OF FRAUD & SUSPICIOUS ACTIVITY

On average, German adults lost the most money from fraudulent charges followed by adults from Singapore

Approximately, how much money have you lost from fraudulent charges in the last 12 months? **[Showing average prices in US currency]**



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EXPERIENCES WITH FRAUD & SUSPICIOUS
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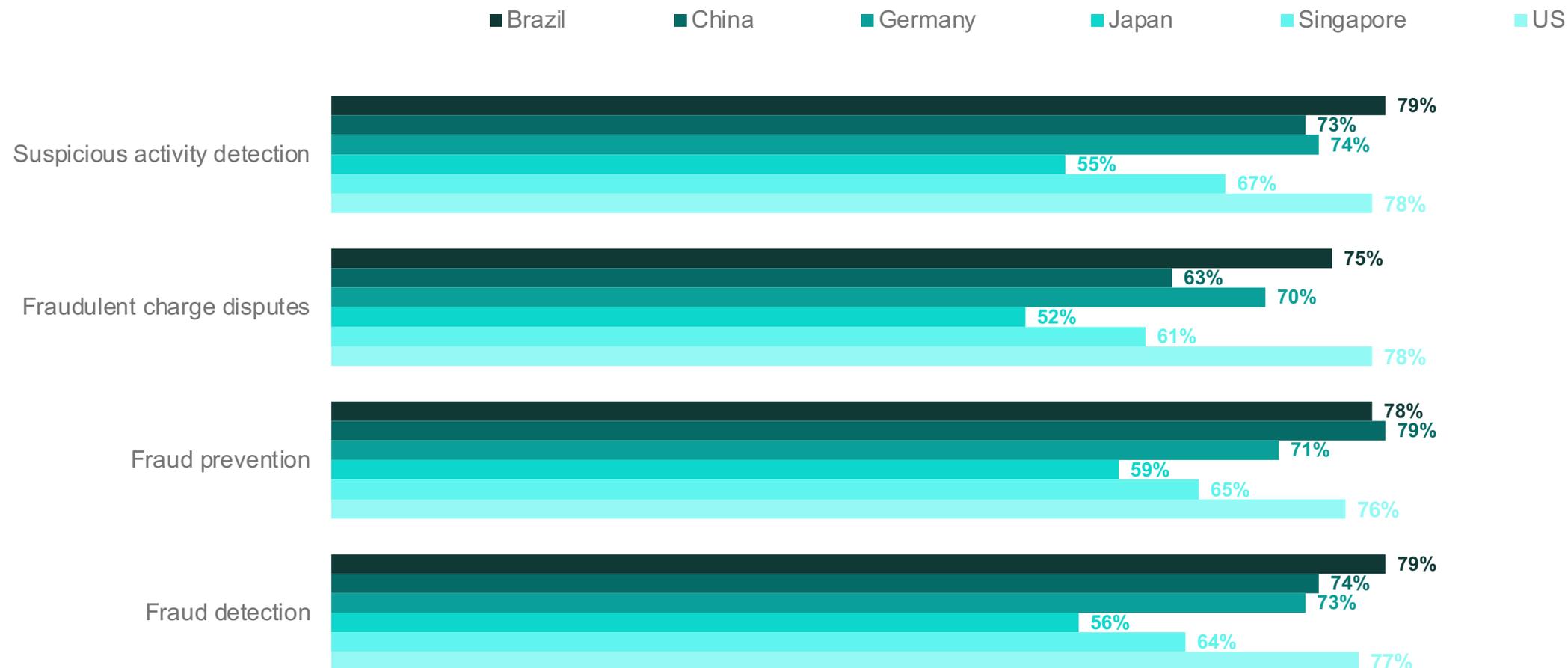
FRAUD PREVENTION & RESPONSIBILITY



FRAUD PREVENTION AND RESPONSIBILITY

Japanese respondents are less confident in their bank/credit card company's ability to handle fraud, but a majority across all countries feel confident in their bank/credit card company's ability to handle fraud

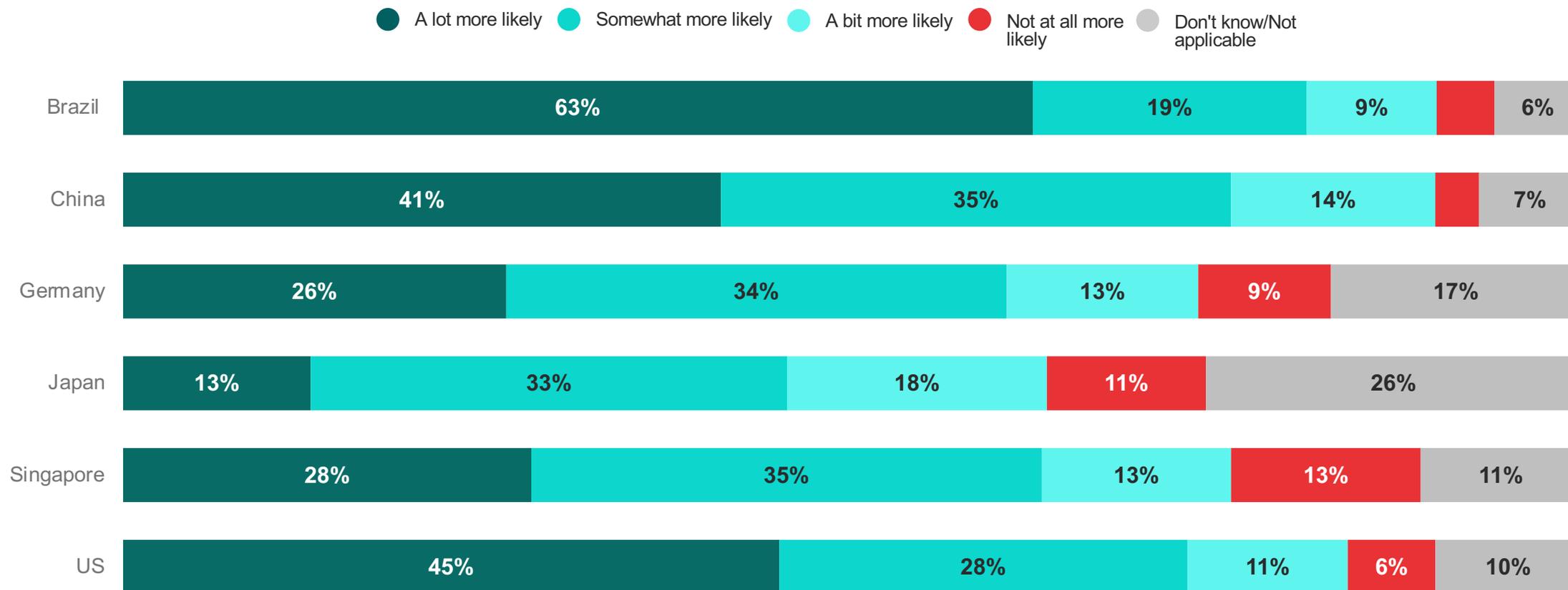
How much confidence do you have in your bank/credit card company's ability to handle the following? [Showing % A lot + Some]



FRAUD PREVENTION AND RESPONSIBILITY

A majority of adults in all countries are more likely to purchase a product from a business that has fraud prevention technology in place

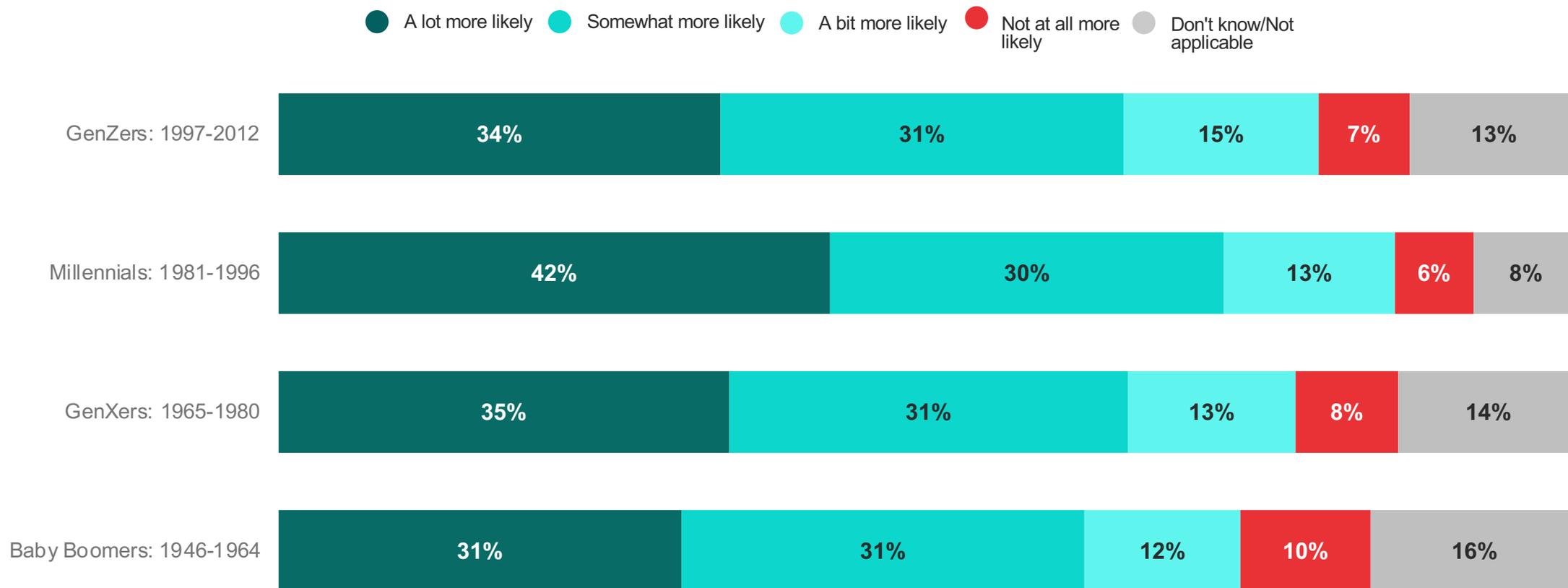
How much more likely are you to purchase a product from a business that has fraud prevention technology in place?



FRAUD PREVENTION AND RESPONSIBILITY

A majority of adults across generations are more likely to purchase from a business with fraud prevention with 85% of Millennials saying they would be more likely

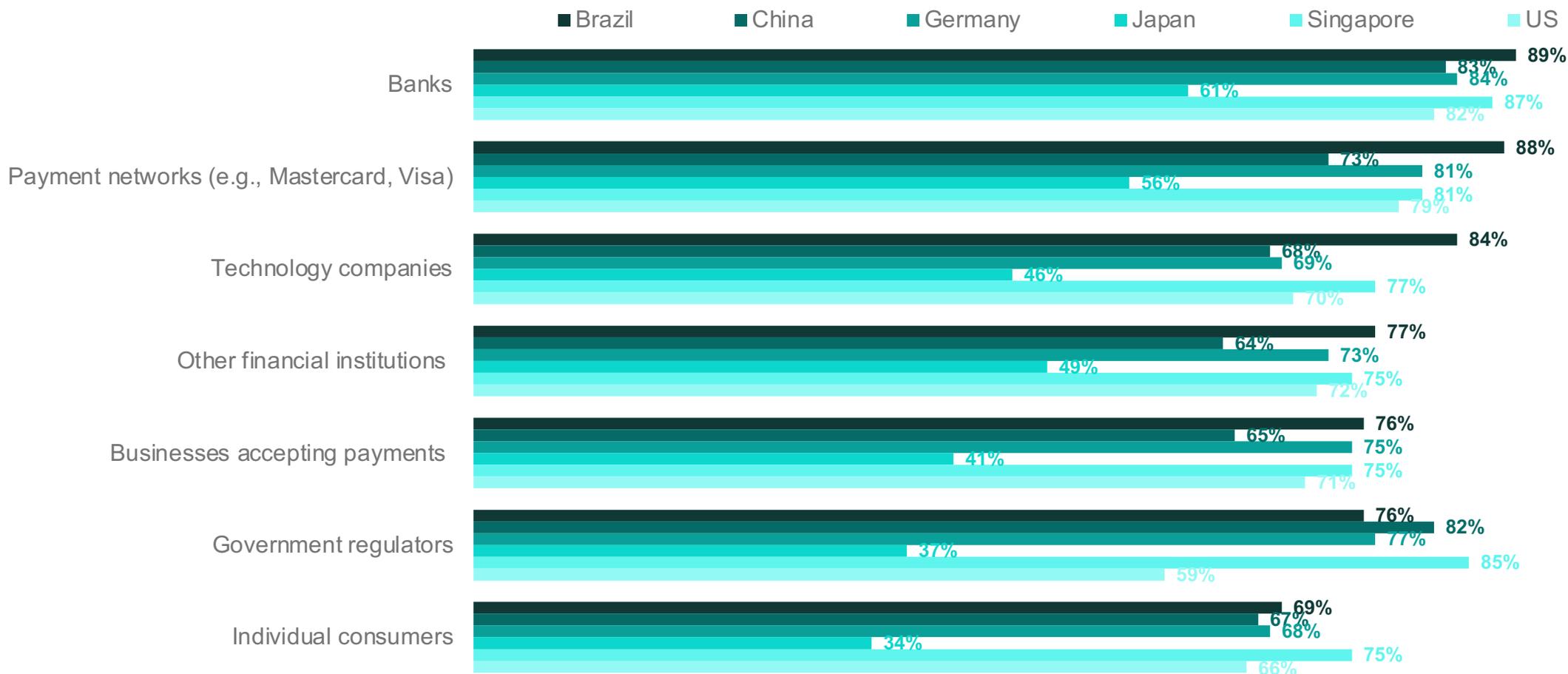
How much more likely are you to purchase a product from a business that has fraud prevention technology in place?



FRAUD PREVENTION AND RESPONSIBILITY

Across all countries, respondents think banks and payment networks are most responsible for preventing fraud

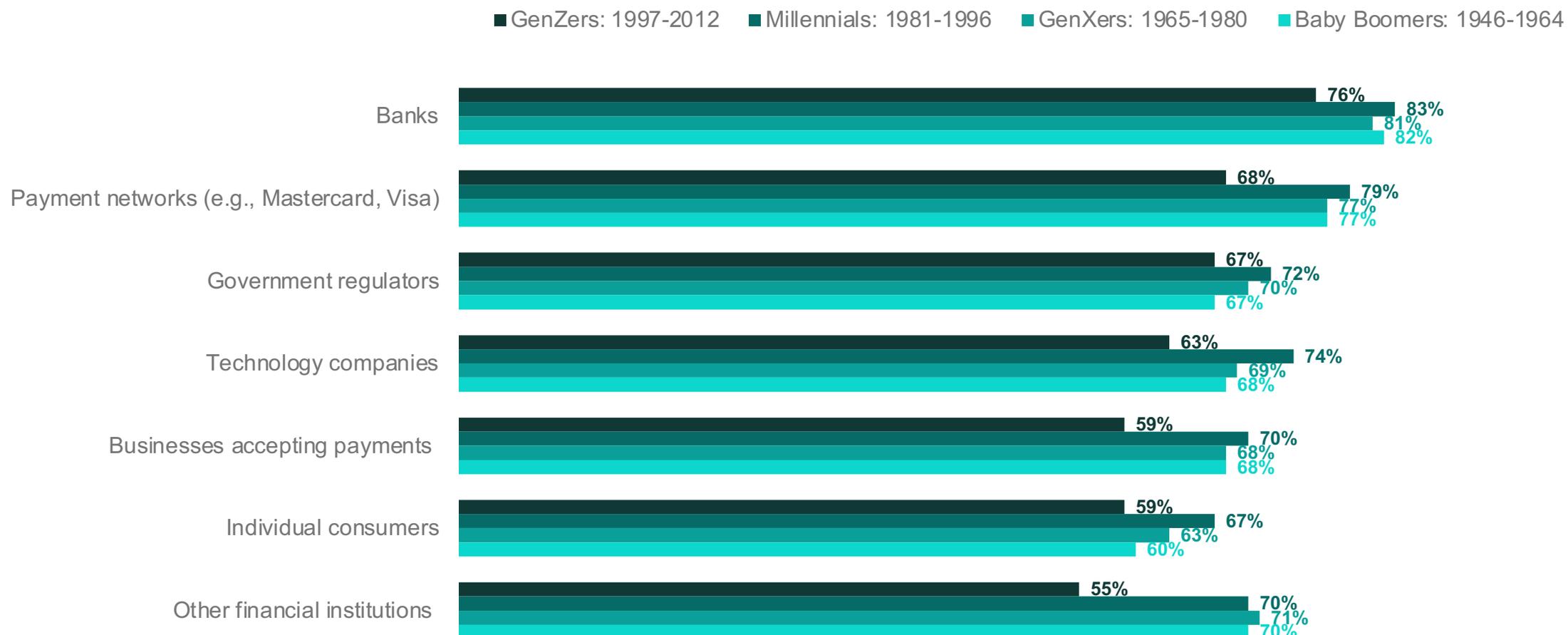
How responsible are the following entities for preventing fraud? [Showing % Very responsible + Somewhat responsible]



FRAUD PREVENTION AND RESPONSIBILITY

Across all generations, banks and payment networks are seen as the most responsible for preventing fraud

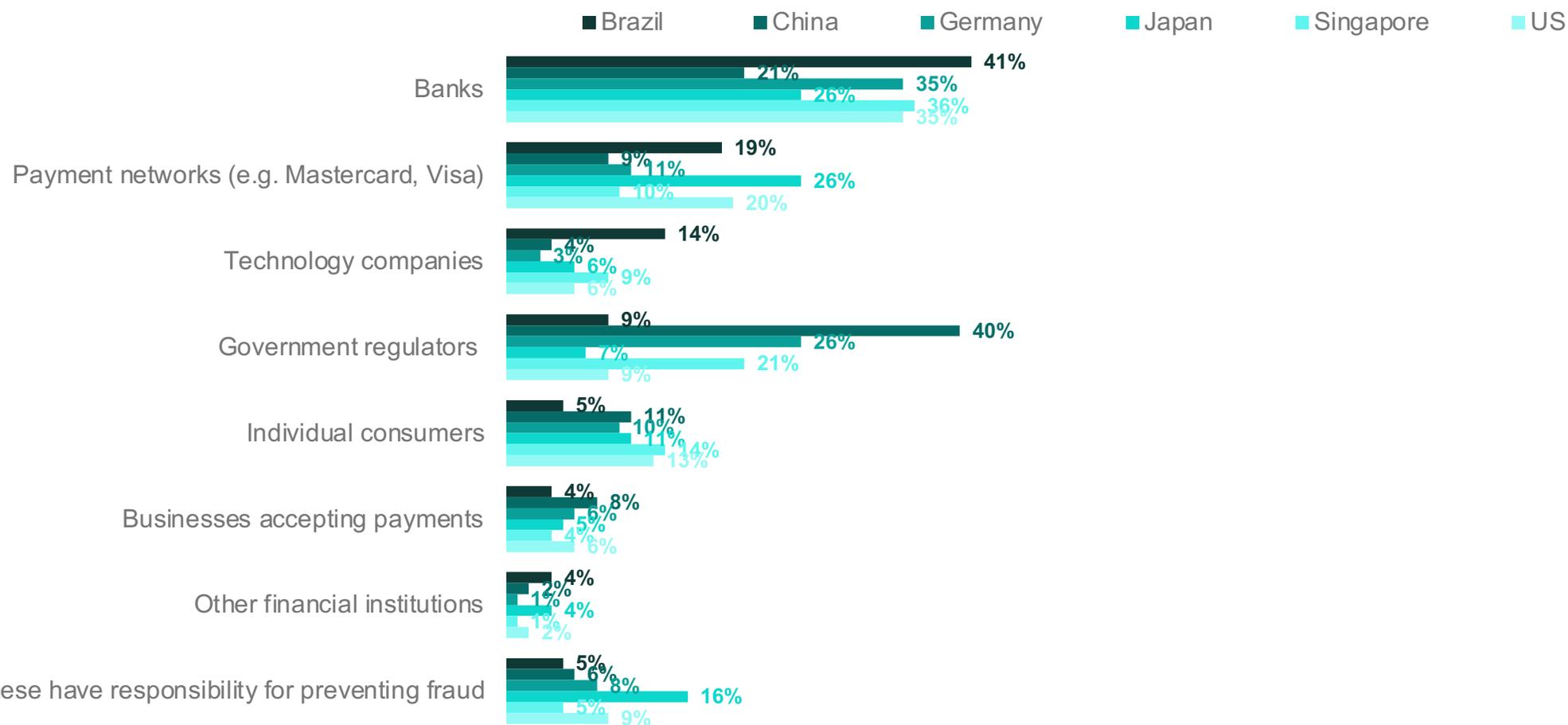
How responsible are the following entities for preventing fraud? [Showing % Very responsible + Somewhat responsible]



FRAUD PREVENTION AND RESPONSIBILITY

In most countries, consumers see banks as most responsible for preventing fraud, but a plurality of respondents in China think government regulators are most responsible

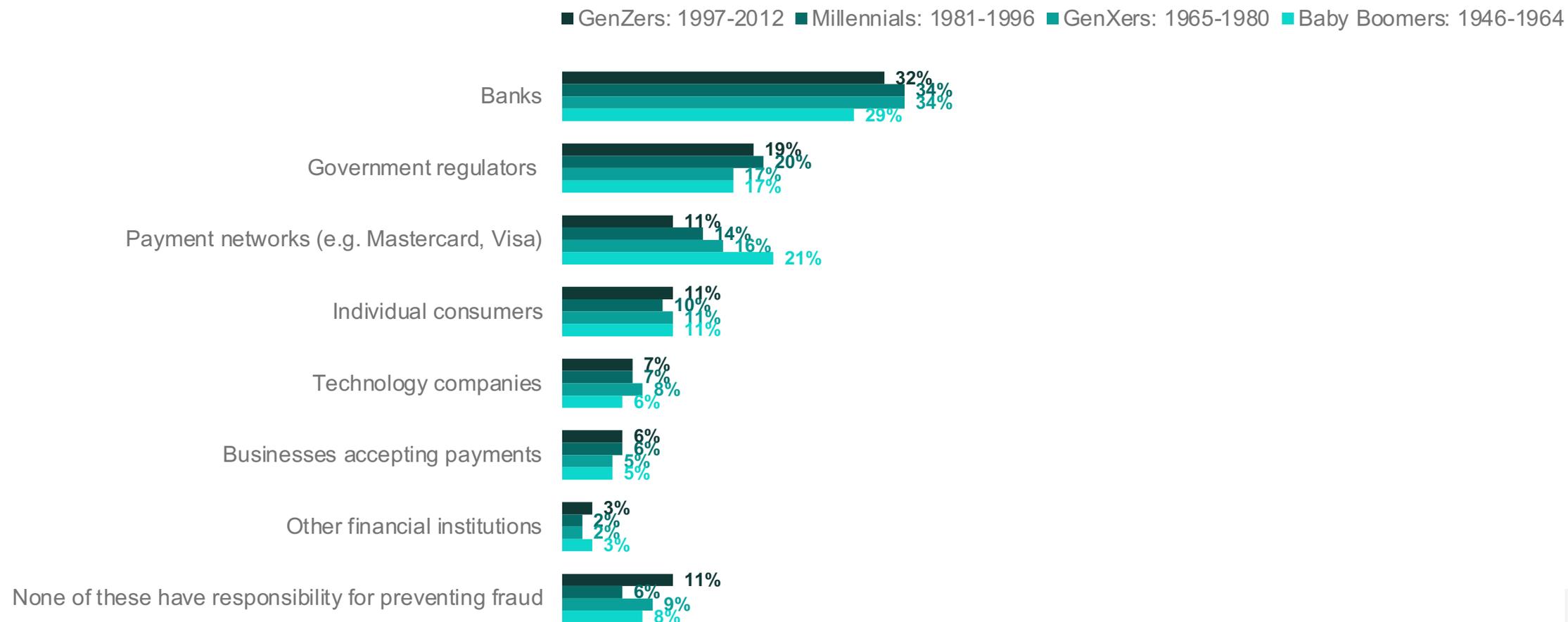
Which entity listed below do you think is most responsible for preventing fraud? [Showing % Selected]



FRAUD PREVENTION AND RESPONSIBILITY

Across all generations, around a third think banks are most responsible for preventing fraud

Which entity listed below do you think is most responsible for preventing fraud? **[Showing % Selected]**





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