

2020

A YEAR OF CONTINUING EVOLUTION IN FRAUD TRENDS

Expect both newly emerging and older proven fraud channels to see more activity this year



More channels for social engineering and customer confusion exacerbate fraud opportunities by increasing sphere of attacks and the volume of susceptible data.

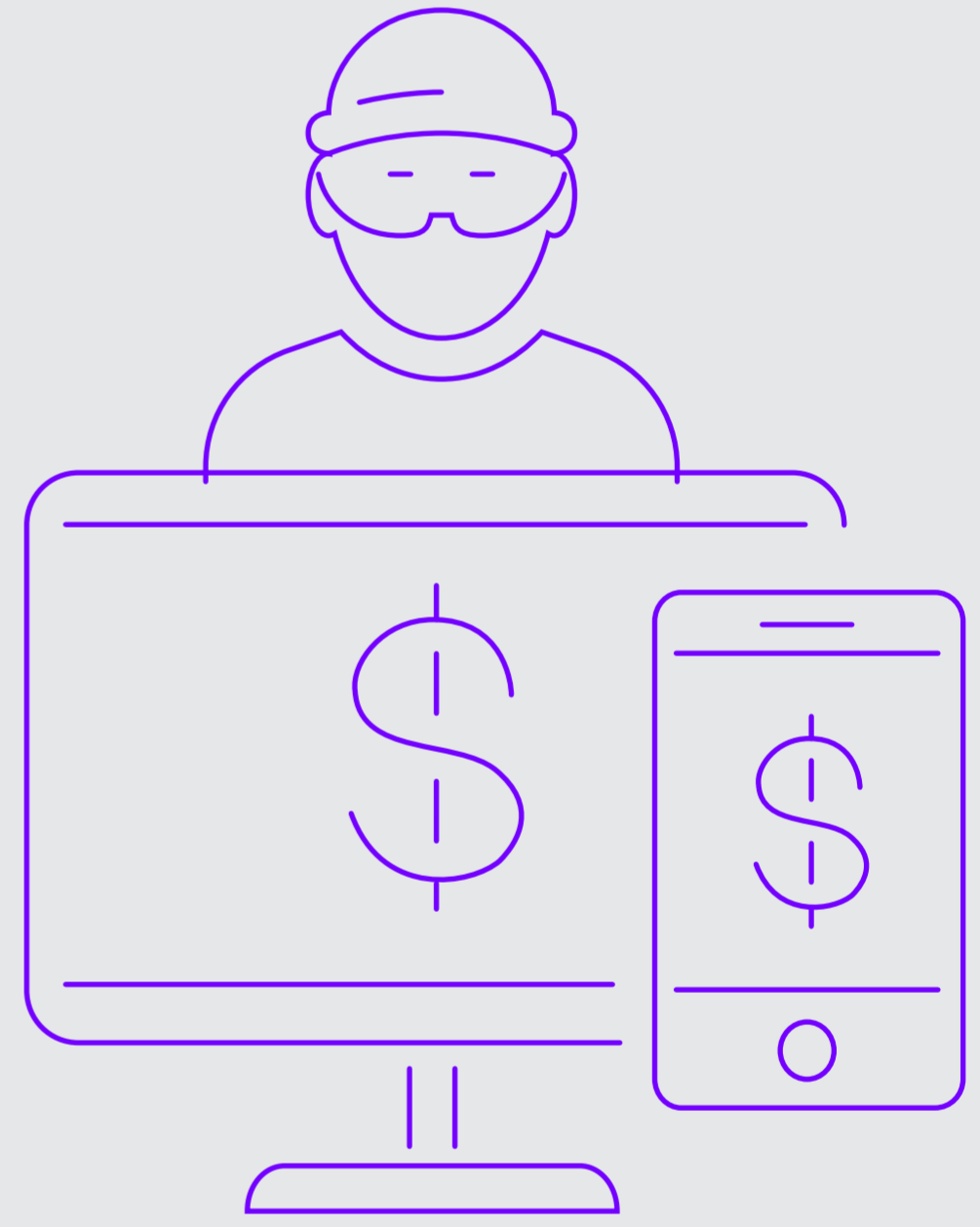
➡ **Good news: More banks than ever will invest in fraud prevention and refund losses even if they're not liable for the fraud.**

New services like Request to Pay (RtP) to emerge as fraud channels

Voice Banking such as Alexa, chatbots, messaging apps and IOT payments will all be subject to abuse by nefarious perpetrators.

Real-time payment services like Zelle and Venmo are sure to garner more attention from fraudsters.

➡ **Identity theft and synthetic ID fraud will continue to rise.**



How to avoid falling victim to evolving fraud trends

Deploying a layered approach is key to tackling fraud trends, as it enables FIs to make intelligent, risk-based decisions.



In 2020, perpetrators will leverage both old and new fraud trends to negatively impact FIs worldwide more than ever.

To learn more about these and other fraud trends and, most important, which ones could potentially impact your FI, **contact NICE Actimize today.**

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