Fraud in the **Contact Center**

THE \$400M (AND GROWING) **PROBLEM**

Aite Group Interview Responses from 25 Executives at 18 of the Top 40 US Financial Institutions

Contact Center Fraud Expected To Double





\$775M



of Executives Believe That Phone Fraud Loss Will Continue To Rise















Credit Card Fraud Is Moving To The Phone Channel



With the rollout of chip cards (EMVs), the fraudsters are now attacking the contact centers for data mining, account takeovers, and more.

The Cross-Channel Problem

Fraudsters are using the phone channel as a launching point for cross channel attacks. Losses that later show up online often started with call center attacks.

% of Account Takeover Losses Can Be Traced Back to the Contact Center

4 Major Pain Points Affecting Contact Centers



LOSS



RISK Reduced Authentication Time = Millions in Savings



HIGH **OPERATIONS** COST

ANNUAL



COVERAGE FRICTION



HIGH



ACCURACY

SPEED



LOW



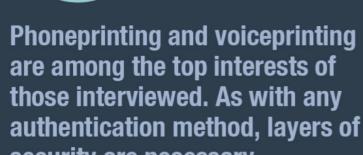
EASILY FOOLED

Executives Technology Interests Pindrop's Winning Results

tool to move customers through the authentication process while

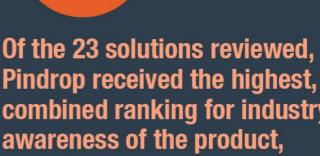
reducing the need for ineffective qualifying techniques. Catching the

Fraud & **Operations**



security are necessary

fraudsters is key, but retaining customers should be forefront.



Chosen

Provider

combined ranking for industry awareness of the product, overall product ranking and likelihood of recommending to colleagues



72%

Agree benefits of implementing call and voice solutions are improved efficieency from reduced customer authentication times

WHAT YOU CAN'T HEAR CAN HURT YOU

CALL 1.866.245.4045 TO RECEIVE YOUR PERSONALIZED DEMO OR EMAIL INFO@PINDROP.COM

