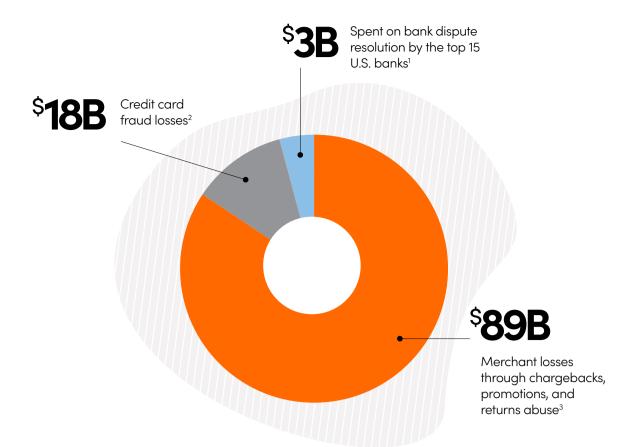


U.S. businesses are looking at a \$100 billion first-party fraud problem.

And it all starts when their customers dispute a legitimate ACH transaction, credit card purchase, or wire transfer.



Financial fraud is alarmingly common in America today.

Here's what our research found:*

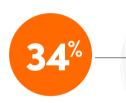


of survey respondents have committed first-party fraud

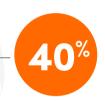
We've long relied on assessing consumer "intent" – or the thought behind a consumer's transaction or purchase – to detect first-party fraud.

But intent is fluid. It shifts as life circumstances change.

\$



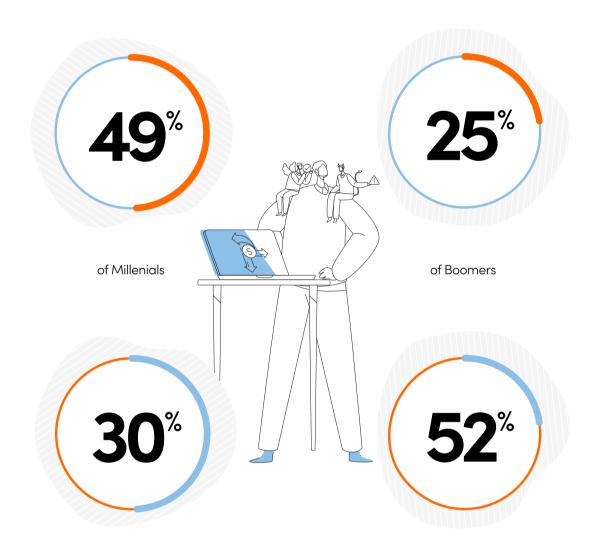
of respondents who committed first-party fraud did so due to economic hardship.



of respondents known to have committed first-party fraud.

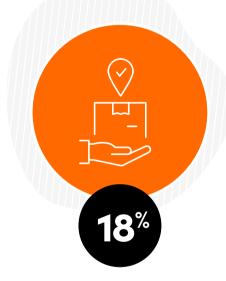
Who's committing first-party fraud?

Respondents who know someone who has committed at least one first-party fraud behavior:



The number of **Gen Z** consumers that have made a purchase through Buy Now, Pay Later (BNPL) without intending to pay it back The number of **Gen Z** consumers that say they'd commit first-party fraud if they knew there would be no negative consequences

The most commonly reported fraud method respondents observed?



16%

Requesting a refund for an "undelivered" online purchase that was actually received Choosing not to pay off credit card bills indefinitely

And the worst part?

77% Percentage of respondents who think there are some instances of first-party fraud that should not

This is what merchants and the financial services industry are up against.

carry legal consequences

We're shedding light on the massive scale of this challenge with the industry's most comprehensive study of first-party fraud.

DOWNLOAD THE REPORT

Socure conducted this research using an online survey prepared by Method Research and distributed by PureSpectrum among n=1,000 adults ages 18 - 77 in the United States. Respondents were evenly split on gender with a spread of ages and geographic location represented. Data was collected from October 1 to October 3, 2023.

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