

Card swindle

Global consumer fraud survey

COUNTRY-SPECIFIC FRAUD RATES	2016 (%)	% CHANGE 2014-2016
Mexico	56	↑ 23
Brazil	49	↑ 19
USA	47	↑ 6
Australia	40	↑ 9
India	37	↓ 4
Singapore	36	↑ 8
Canada	35	↑ 14
South Africa	33	↑ 3
France	29	↑ 3
UK	29	↑ 1
Italy	27	↑ 7
Dubai	27	↓ 17
Spain	26	*
Indonesia	26	↑ 4
Thailand	23	*
New Zealand	20	↑ 3
Germany	18	↑ 2
Sweden	14	↑ 4
Netherlands	14	↑ 1
Hungary	9	*

* Not included in the 2014 survey



Nearly a third of consumers have experienced card fraud in the past five years



of debit and credit card holders cite having experienced fraud multiple times during the past 5 years



More than 1 in 3 use compromised account less frequently after fraud



1 out of 5 will change card providers if not happy with treatment by FI following fraud



More than 1 in 10 lack confidence in their FI to protect them from fraud – slightly improved from 2014



More than half of global consumers still exhibit risky behaviour and need education on fraud prevention

Based on a Q2 2016 ACI Worldwide study of 6,035 consumers in 20 countries.