

# Global Airlines Fraud loyalty programs

**US\$ 238B**

is the estimated value sitting as a liability in the books of airlines, hotels, and other program owners<sup>1</sup>



**76%**

of global airline payment fraud managers cite airline loyalty account theft as one of their main concerns for 2016<sup>4</sup>

**72%**

of global airline loyalty programs have been prey to fraudsters<sup>2</sup>



**23%**

of global travelers would be less likely to patronize the company responsible for their data loss<sup>3</sup>

**30%**

of global airline executives say the problem is growing each year<sup>2</sup>



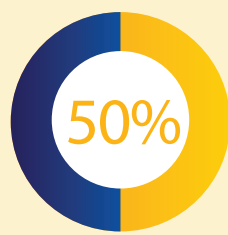
**76%**

of global travelers are concerned that a loyalty program breach would result in loss of credit card numbers<sup>3</sup>

## Latin America's airline executives



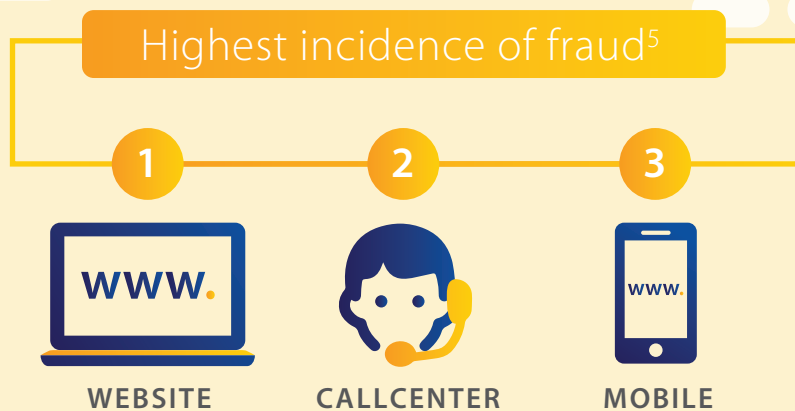
Account takeover is the 2<sup>nd</sup> highest priority for companies in 2016<sup>5</sup>



track user behavior on account creation, login, or account changes in order to verify if the user is genuine<sup>5</sup>



2/3 say they conduct fraud screening on customers' purchase or redemption of miles<sup>5</sup>



Top fraud management goals<sup>5</sup>



### Sources

1. "Loyalty points fraud: A real risk for a virtual currency", Ryan Yuzon, Director of Consulting, RFi Group <http://bit.ly/1NcWCqL>
2. Michael Smith, Managing Partner, Ai Group, Inc., November 2014 <http://bit.ly/1M3QR2p>
3. Deloitte "Loyalty data security" white paper, 2014 <http://bit.ly/1YyaYu0>
4. CyberSource Fraud Management Benchmark Study, Airline Industry

Edition 2014) Note: Loyalty Account Theft: where loyalty accounts are taken over by someone other than the owner and mileage is redeemed.  
5. Informal Survey of LAC Airline Executives at VISA LAC Airline Payments Day 2015)

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