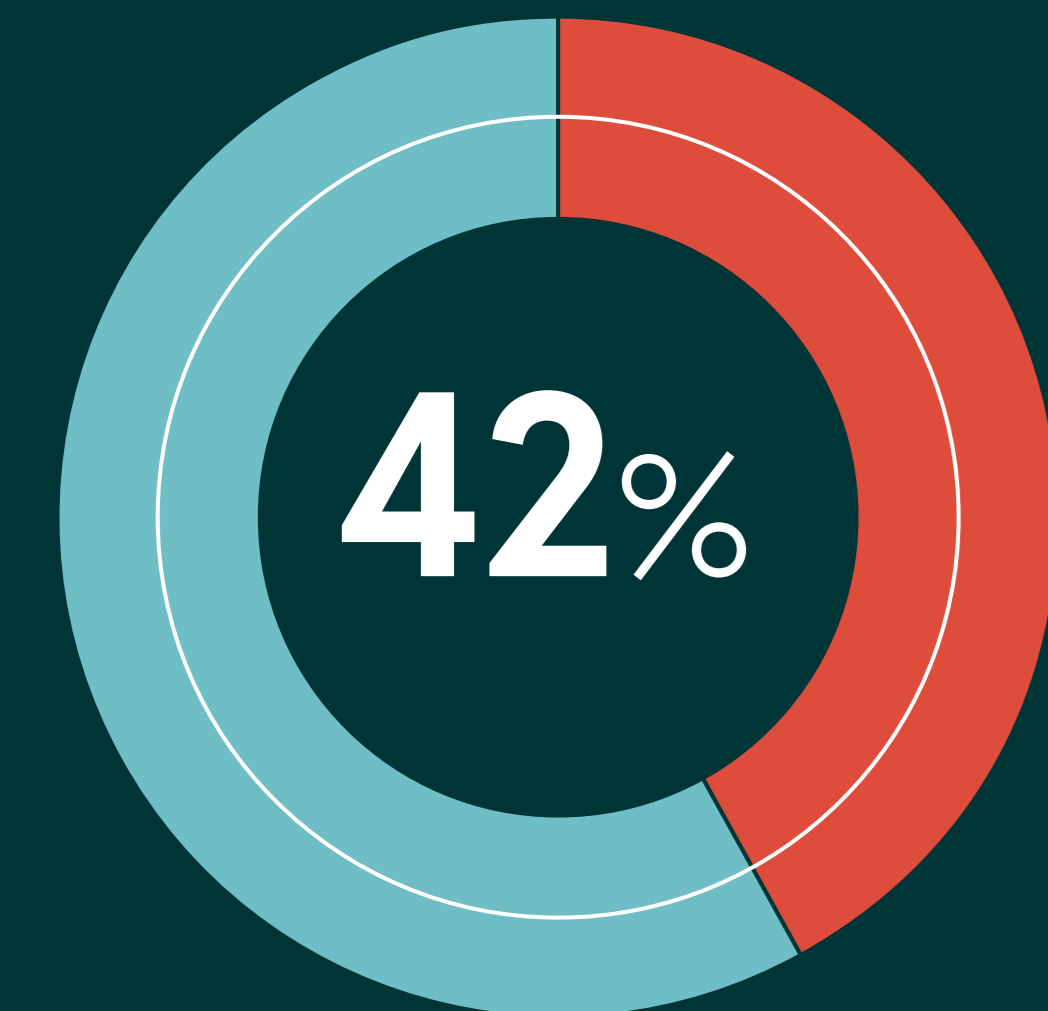


FIGHTING FRAUD DURING THE COVID CRISIS

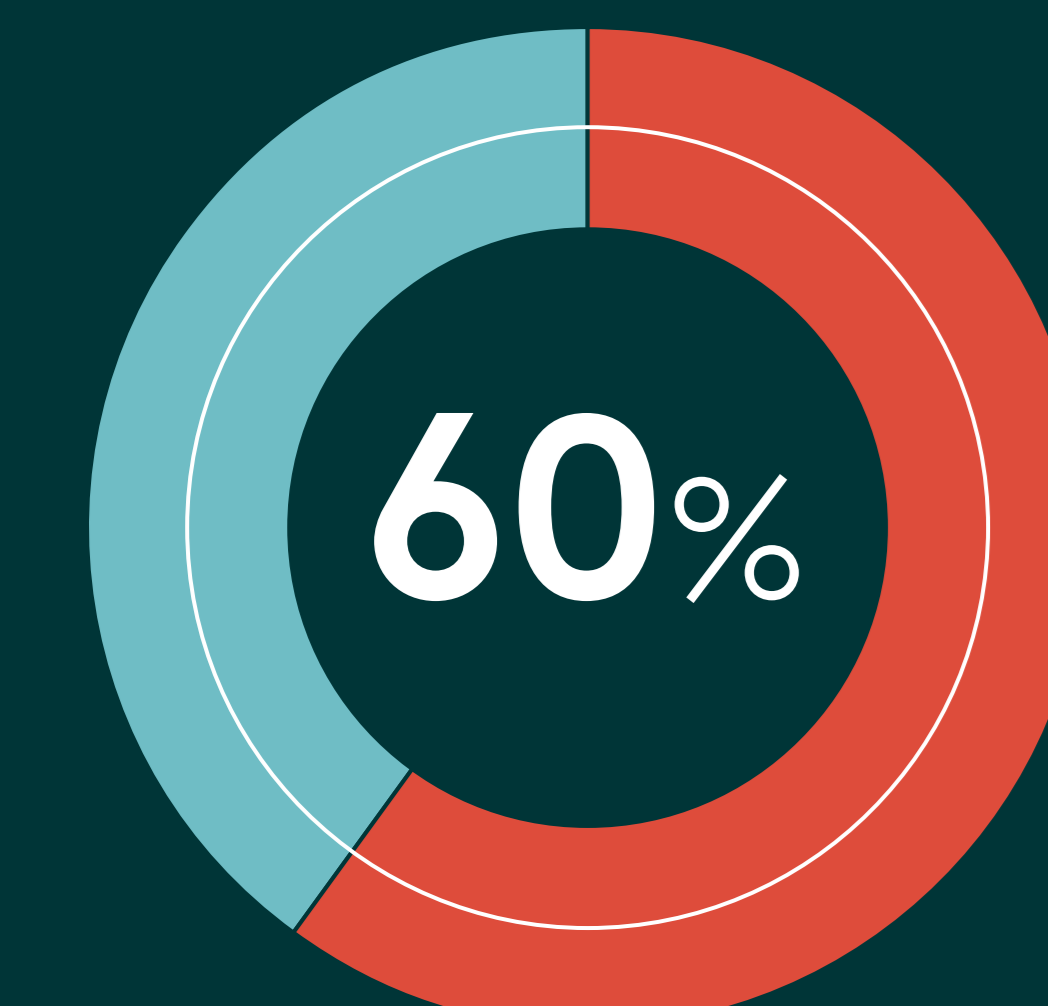
THE EVOLUTION OF CONSUMER BEHAVIOUR IN 2020

Lockdowns forced us to shift online to work, play and most things in between – and the fraudsters took advantage

LexisNexis, 2021



increase in digital transactions in 2020 (year on year)

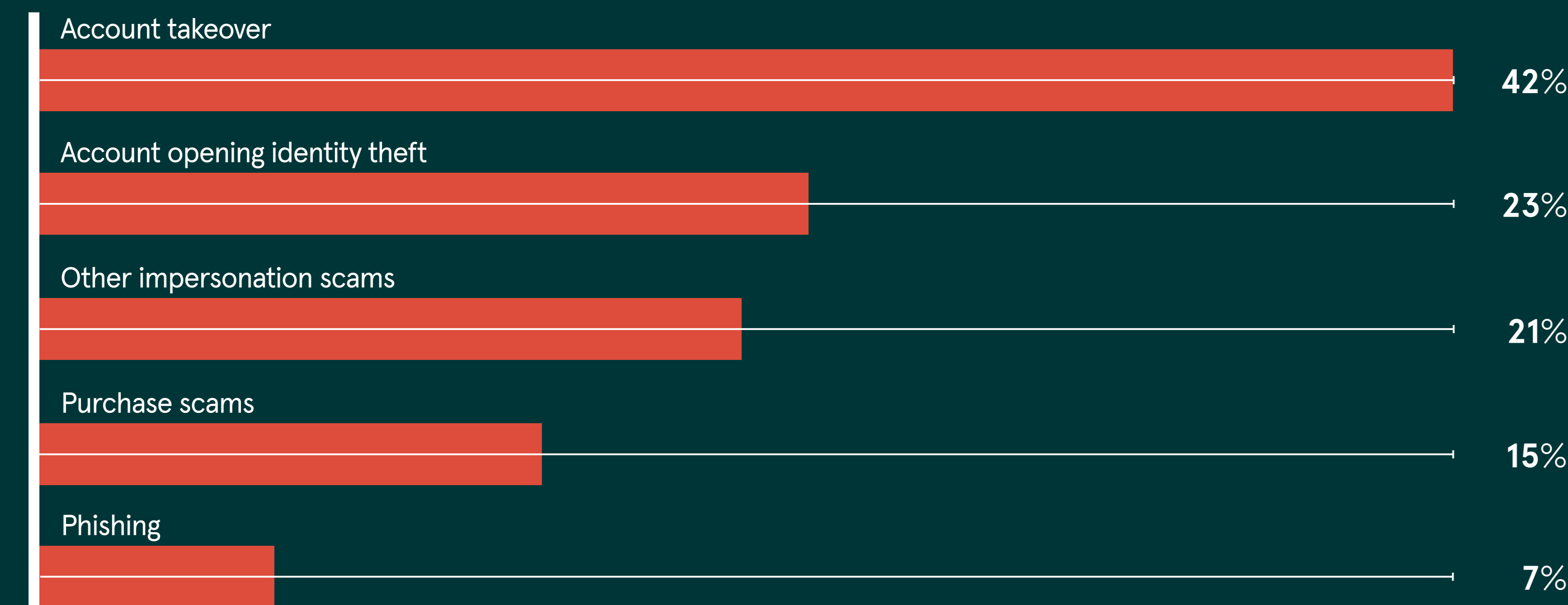


of these transactions were mobile

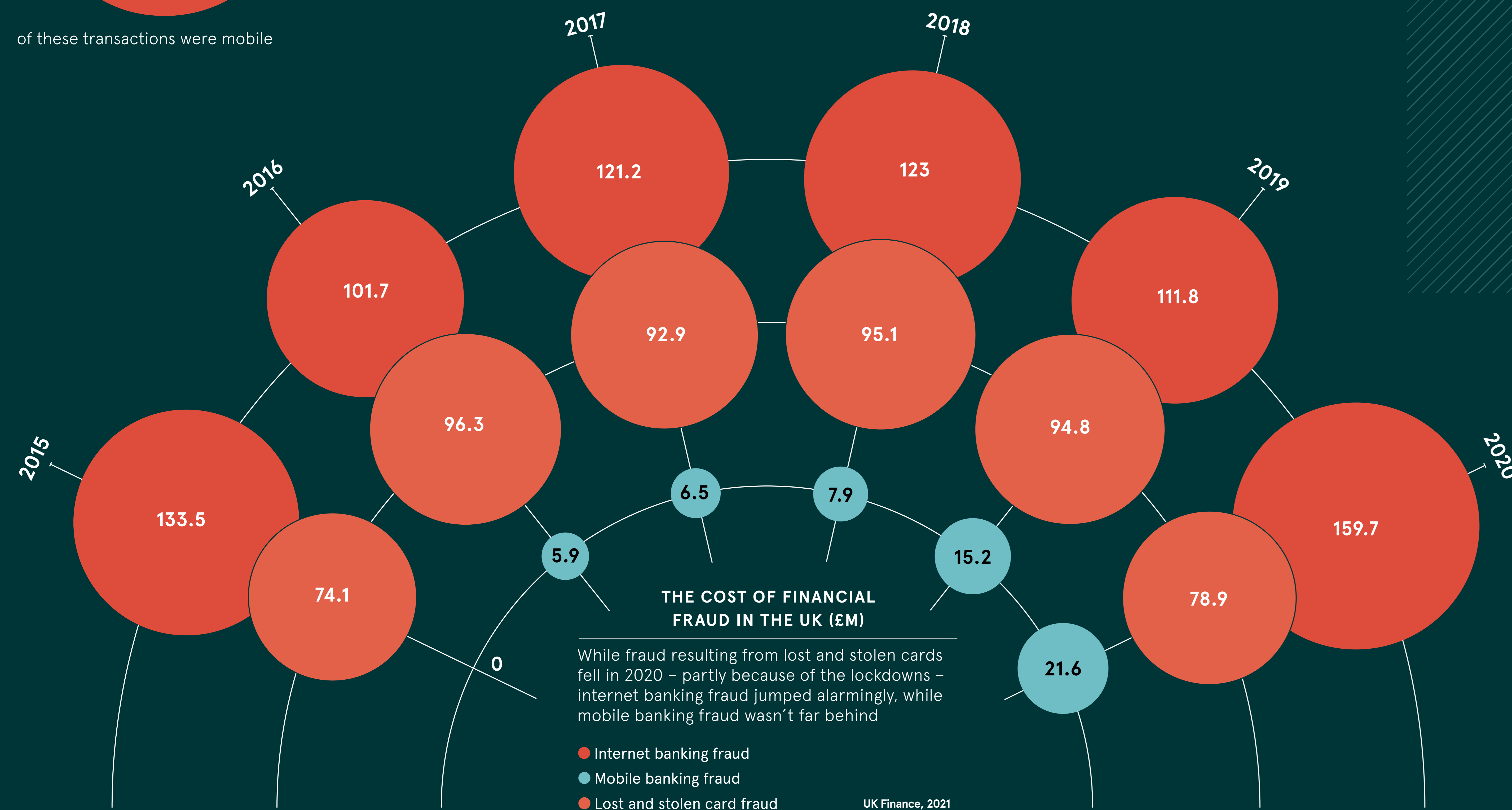
The pandemic has changed various aspects of our lives and driven us online to shop, invest and date. Fraudsters have sought to take advantage of our new ways of living and working, playing on emotions and exploiting vulnerabilities – especially online. Unsurprisingly, the number of fraud and computer misuse offences surged in 2020 across the UK. But the statistics also show that methods of combating fraud are working

TOP 5 BANKING SCAMS AROUND THE GLOBE

Percentage of total number of fraud attempts in 2020 which was perpetuated using one or more of the following methods

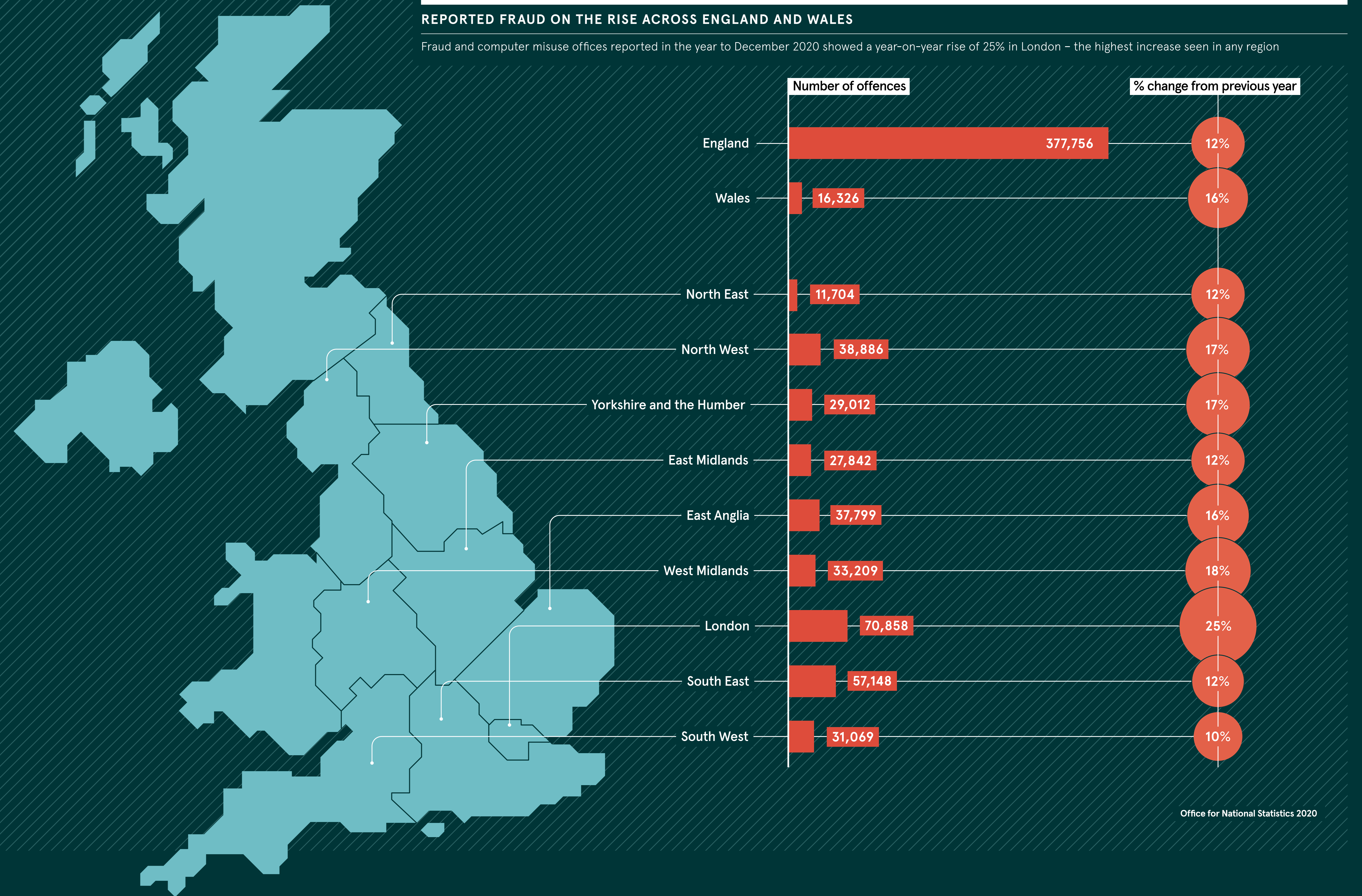


Feedzai, 2021



REPORTED FRAUD ON THE RISE ACROSS ENGLAND AND WALES

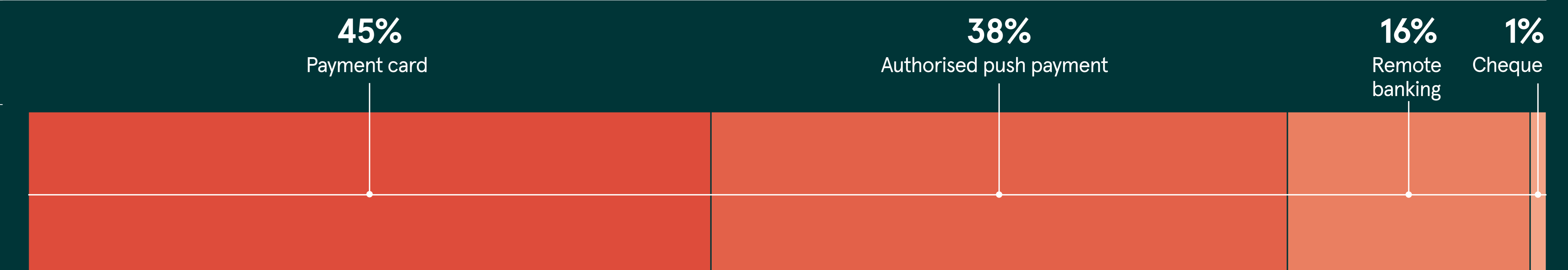
Fraud and computer misuse offences reported in the year to December 2020 showed a year-on-year rise of 25% in London – the highest increase seen in any region



LOSING OUT: FINANCIAL FRAUD LOSSES IN 2020 BY TYPE

Losses to financial fraud in the UK totalled £1.26bn last year. While online banking was used more readily, the fact that so few criminals sought to use cheques was a sign of the times

UK Finance, 2021



FIGHTING BACK: THE INDUSTRY'S RESPONSE

The foundations are in place to fight financial fraud, as illustrated by the figures from 2020, but more needs to be done – possibly with the government passing more legislation – to steal a march over the fraudsters

UK Finance, 2021

£45.3m

of fraud in UK was stopped in 2020 by the Banking Protocol

200

arrests were made because of the Banking Protocol in 2020

£147m

in losses were reimbursed in 2020 under the banking industry's voluntary code