

GLOBAL CONSUMER FRAUD SURVEY

COUNTRY SPECIFIC FRAUD RATES	2016	% CHANGE 2014-2016
% of respondents who experienced card fraud in the last 5 years		
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



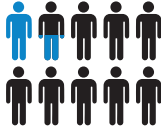
of debit and credit card holders cite having **experienced fraud multiple times** during the past 5 years



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 behavior** and need education on fraud prevention

For more information, download the full report, go to www.aciworldwide.com/fraud-survey