

FRAUD MANAGEMENT IN AUSTRALIA:

CONSUMER CONFIDENCE IN TRADITIONAL AND GROWTH CHANNELS

40%

OF AUSTRALIANS
HAVE EXPERIENCED
CARD FRAUD IN THE
LAST 5 YEARS
(UP 9% FROM 2014)



Credit and debit cards are the most **popular digital payment method**, with **85%** of Australians utilising them



Approximately **69%** of Australian digital buyers make cross-border purchases primarily from the U.S., China and the U.K.



eCommerce sales are projected to rise **21%** in Australia by 2018



Only **1** out of **3** Australians believe their **mobile phones and tablets** are secure



1 of **4** Australians believe **computer hacking** poses the greatest fraud risk

 **62%**

of Australians would **stop shopping at a merchant** if they experienced fraud with that merchant.

 **61%**

of Australians would like a **text (SMS) message** notification from their bank if unusual activity is suspected on their bank account/card.

 **40%**

Less than half of consumers **trust** stores, online shopping sites and restaurants **to protect their financial data**.

WHO DOES THE BEST JOB OF PROTECTING YOUR CARD/ACCOUNT DATA?



45%

Large financial institutions



24%

Government agencies



20%

Community banks or credit unions



6%

Large chain stores



5%

Small stores or restaurants