

# Optimize fraud management and operational efficiency

MASTERCARD® FRAUD DASHBOARD FOR ACQUIRERS



Acquirers face rising fraud, chargebacks and operational costs. The Mastercard Fraud Dashboard for Acquirers provides greater insights to help manage operations and cut costs as rising fraud, declines and chargebacks pose greater financial and reputational risks for acquirers.

## Fraud, declines and chargebacks show no signs of slowing down

Rising fraud, declines and chargebacks pose greater costs and reputational risks for acquirers. Trust must be safeguarded at all touchpoints, and acquirers need the most advanced operational management tools to stay on course.

Chargebacks are forecasted to be **up >20%** last year<sup>1</sup>

Merchants are **losing as much as 3.35%** of annual revenue to false positives<sup>1</sup>

## Gain greater insight into merchants' operational and fraud statistics

The Mastercard Fraud Dashboard provides acquirers with insight into merchants' operational and fraud-related statistics. It enables acquirers to identify potential vulnerabilities for their merchants in terms of risk mitigation, fraud and decline-management strategies.

The Mastercard Fraud Dashboard provides daily trending and transactional details in a simple interactive and operational view of the acquirer's portfolio for fraud, chargebacks and declines.

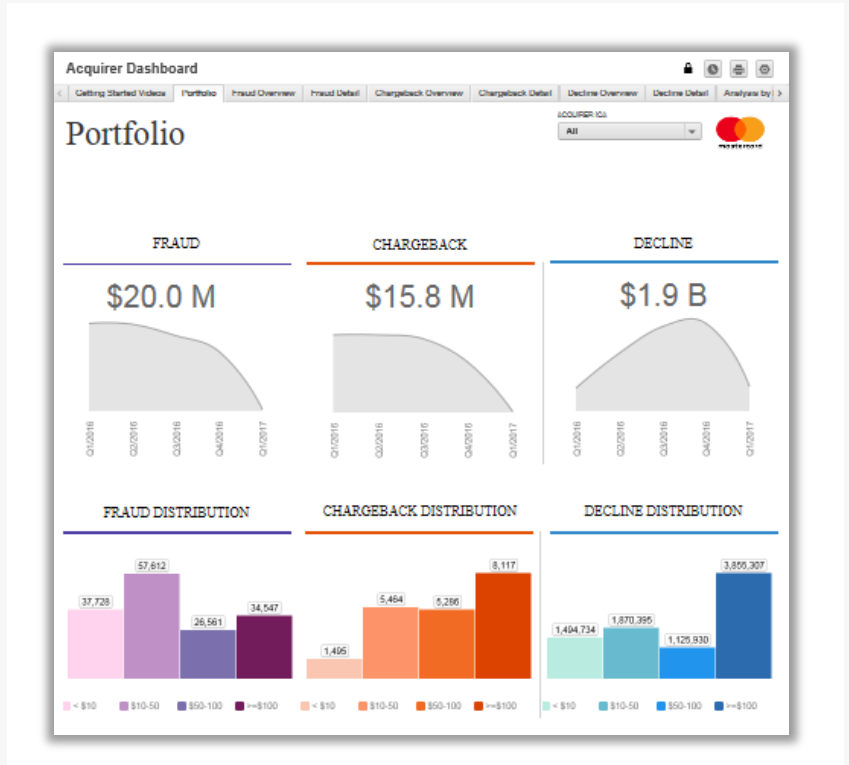
Providing real-time insights and analysis, and backed by the strength of the Mastercard global network, the Mastercard Fraud Dashboard can help protect acquirers against the costs and reputational damage from fraud, declines and chargebacks.

<sup>1</sup> AITE. CHARGEBACKS AND FALSE DECLINES: CARDS' UGLY UNDERBELLY. 2016. 2. JAVELIN. THE FINANCIAL IMPACT OF FRAUD. 2016.

Acquirers get a global, comprehensive view of merchant activity.

## Mastercard Fraud Dashboard:

- **Actionable insights** into operational and fraud-related trends aggregated from their entire portfolio and a picture of all merchant transactions across Mastercard’s global network
- **An executive overview** of quarter-on-quarter trending that they can filter by key variables
- **Historical tracking and see drill-down views** (updated daily) of reported fraud, chargebacks and authorization-decline information



## Intelligence at a glance

With the Mastercard Fraud Dashboard, acquirers can:

- **Identify fraud and declines** from merchants that trend the highest, and compare those metrics across the board
- **Reduce operational costs** by detecting errors and potential problems faster
- **Add a potential revenue stream** by being able to resell to merchants

## Merchants can obtain a view of the dashboard from acquirers, helping them:

- **Enhance** operational and fraud-risk management strategies with greater access and insight into trends
- **Monitor** 3DS impact across chargebacks, fraud and authorization-decline trends
- **Increase** back-office operational efficiency and productivity with easy access to many streams of data
- **Evaluate** the impact of changes to rules and decision-making processes

For more information, contact your Mastercard account representative.