

AND THEN THERE'S *FRAUD...*

Bad actors and malicious attacks are on the rise.
So we're rising up to meet them.



PROTECT YOUR DIGITAL COMMUNITY.

Cyber assaults, online customer data fraud, content mishandling and identity theft are all on the upswing—and criminals are evolving their strategies faster than most companies and consumers can adapt. Instead of a high-volume, low-value approach, today's fraudsters tend to go after fewer, larger targets.








Detecting, preventing and mitigating these threats takes a full team effort—and Alorica delivers the resources, experience and results needed to keep your customers safe and secure.

ALORICA'S FRAUD SOLUTION

Consumer protection and brand defense.

Our experienced agents identify and investigate malicious activity, and take action to resolve cases. We ensure a safe online experience by enforcing policies that protect customers from abuse and fraud, and help reduce losses without sacrificing an exceptional customer experience.

OUR FRAUD SERVICES

-  Identity and credit monitoring
-  Account integrity and verification
-  Account takeover detection and support
-  Incident management & PR containment
-  Fraud protection, detection, research and resolution
-  Disputes, chargebacks and other transactions
-  Data breach support

EXPERIENCE WHEN IT MATTERS MOST



4M+
fraud cases
resolved annually



**Ability to deploy
hundreds of FTE
in 24-48 hours**
to support major
data breaches—even
during holidays



\$1.2M
saved annually
for a banking client
due to **eliminating
large fraud losses**



\$8M
saved annually for a
computer technology
company due to
**reducing fraud
losses by 89%**

ALORICA'S FRAUD SOLUTION

People, Process and Technology—the trifecta of fraud mitigation.



PEOPLE

Recruiting and retaining the best-fit fraud specialists.

- 20 years' experience hiring people with specialized skillsets—**critical thinking, research/analysis, active listening** and other soft skills
- Emphasis on **accuracy and reliability**—for effectively handling account deactivations, chargebacks and frustrated consumers
- **The Alorica Integrity Center**—managed by a third-party Ethics and Compliance administrator—provides a platform on which to report ethical and business conduct concerns for Alorica employees, applicants and contractors



PROCESS

Prioritizing, analyzing, investigating and resolving deceptive actions.

- A focus on **recruitment and training** ensures our agents are up-to-date on the most relevant fraud schemes
- Our process is fully integrated across **Information Security** (VPNs, anti-virus software and firewalls); **Physical Security** (alarm, badge, and detection controls); **Compliance** (established policies, controls and audits); and **The Integrity Center** to manage internal misconduct



TECHNOLOGY

The right tool at the right time.

- AI applications detect scams, examine payment data and monitor user behaviors—calculating risk and flagging activity for follow-up
- Agents leverage these tools to identify potential fraud, investigate suspected activity and resolve cases

