

# HOW FRAUD CONCERNS BLOCK RETAILERS' GROWTH

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## Fraud-Related Barriers To Growth

Automated solutions can make organizations less vulnerable to fraud-related growth barriers.

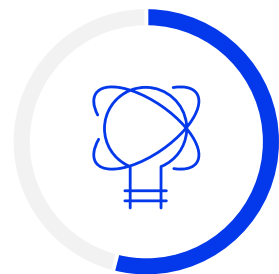


B2B CUSTOMER EXPERIENCES  
SUFFERED FOR RETAILERS  
USING **MANUAL**  
**ANTIFRAUD SOLUTIONS.**



AUTOMATED ANTIFRAUD  
SOLUTIONS RESULT IN  
**HIGHER SATISFACTION**  
WITH OVERALL STRATEGY.

**THE INABILITY TO FLAG FRAUDULENT BUSINESSES**  
LIMITS GROWTH FOR MORE THAN HALF OF RETAILERS.



**54%**

of retailers failed to accept new customers due to concerns about fraud and lack of confidence in their ability to identify and block it.

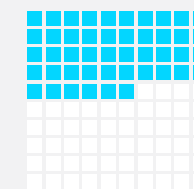


**54%**

of organizations using manual, reactive antifraud solutions failed to accept new customers due to fraud concerns.

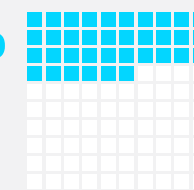
**46%**

of organizations using manual antifraud solutions reported that fraud concerns made it difficult for customers to work with them.



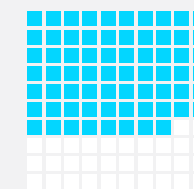
**36%**

of organizations using manual solutions limited their international expansion due to fraud-related concerns.



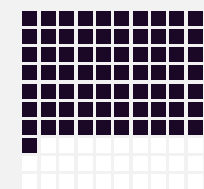
**68%**

of retailers are "moderately" or "not very satisfied" with their current systems.



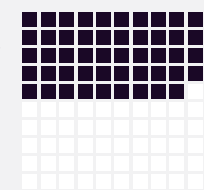
**71%**

of organizations plan to implement new digital solutions to prevent fraud.



**49%**

say finding a better digital solution for fraud prevention is their primary antifraud strategy.



To learn more about Business Fraud and ID theft, download the report at [www.pymnts.com/study](http://www.pymnts.com/study).

Risk and Resilience: A Business Fraud and ID theft Report, a PYMNTS and TreviPay collaboration, reveals the impact of fraud on B2B business growth and how businesses are attempting to balance their desire to expand with security challenges. The report is based on a survey of 150 executives at companies with \$10 million to \$1 billion in annual revenues. The survey was conducted between Nov. 3 and Nov. 26, 2021 in the U.S.

