

Finding fraudsters. Securing calls.

Airlines are an attractive target for fraudsters, with customer accounts providing a source of personal and financial data, and access to valuable loyalty points.

Attacks are typically coordinated across multiple channels, carried out by organised groups targeting multiple organisations and sectors looking for vulnerabilities.

Airlines



Just how bad is it?

As 76% of travel sector merchants report an increase in fraud, according to Ravelin's Global Fraud Trends 2024, fighting fraud is clearly a top priority for airlines with £billions in losses and their reputations at stake.

Typical types of airline fraud



Payment fraud (ticket fraud)

Tickets booked using stolen or fake credit cards. This is the most common cause for airline fraud.



Loyalty fraud

Paying for tickets using loyalty points often bypasses the security checks associated with traditional payments. There is a huge black market for stolen loyalty miles.



Account takeovers

Hacked airline customer accounts provide access to financial details and the ability to buy tickets using them.



Fake travel agencies

Fraudsters pose as travel agents, selling overpriced tickets to unsuspecting consumers.

We've done our research

Our experience of fraud across a range of sectors is that contact centres are increasingly becoming a critical entry point for fraudsters, with data-gathering forming the early stages of fraud attacks in this and other channels.

Our recent research backs this up, with high numbers of travel industry respondents reporting fraudulent activity in contact centres both in the interactive voice response (IVR) system (66%) and with call agents (55%).



Survey respondents say fraudsters are targeting both:



Agents



IVR



Download the survey report

Spotting a fraudster

When fraudsters target contact centres in this way, it's often missed by typical security checks. But there are certain traits associated with these types of fraudulent calls that make it possible to spot them, when you know what you are looking for:



Calls from the same number are calling about multiple customer accounts



Multiple frequent calls from the same number to the contact centre IVR



Calls from withheld phone numbers in an attempt to avoid detection



Numbers used may have been delisted by contact centres from other sectors, such as banks or insurance companies

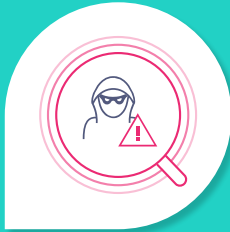
Our successful deployments with organisations across a range of sectors have revealed that with the right technology in place, it is possible to spot and flag suspicious callers in the contact centre and stop fraud in its tracks.

How Smartnumbers can help

The Smartnumbers Protect platform offers telcos an additional layer of protection to help spot suspicious calls into the contact centre.

Smartnumbers' unique cloud-based technology checks each incoming call for suspicious numbers or behaviour and assigns a risk score. The risk score enables contact centres to decide how they want to handle the call.

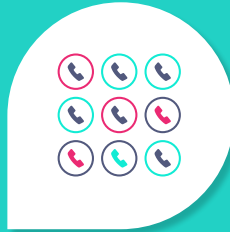
We focus on the following areas to identify potential fraudsters:



Call signalling

Data from the phone network helps us flag calls from withheld and denylist numbers.

Withheld numbers are a big concern for contact centres, as we know fraudsters often hide their numbers to avoid detection.



Caller behaviour

Unusual behaviour, such as multiple calls in a short period of time, can indicate fraudulent activity.

We can recognise and flag unusual caller patterns and call histories using machine learning

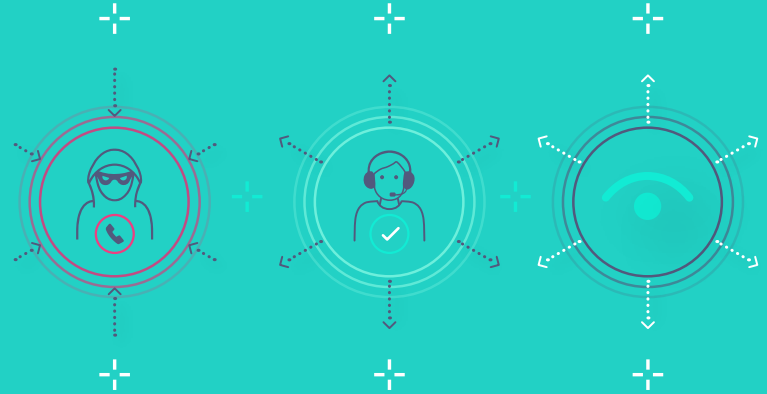


Consortium data

Fraudsters repeatedly attack multiple organisations and multiple sectors, so we maintain a list of known fraudsters discovered by our customer base.

We check and update this data in real time.

Smartnumbers benefits:



Stop airline fraud in its tracks

Spot fraudsters targeting your contact centre and stop them before they gain access to your customers' accounts.

Gain a complete picture of fraud in your organisation.

Maximise contact centre efficiency

Spot fraud in real time and prioritise high risk cases.

Reduce fraud losses and deliver a better, faster caller experience for legitimate customers.

Fraud intelligence sharing

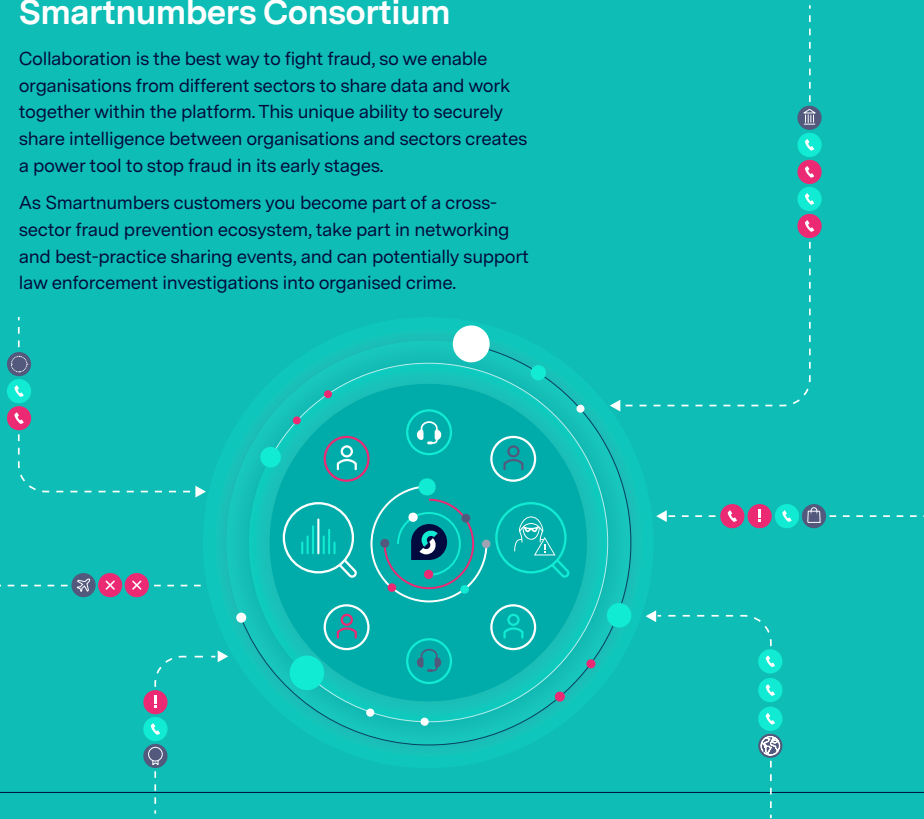
Gain greater insight into organised crime activity.

Create and share fraudster profiles with other organisations, including phone numbers and tactics.

Smartnumbers Consortium

Collaboration is the best way to fight fraud, so we enable organisations from different sectors to share data and work together within the platform. This unique ability to securely share intelligence between organisations and sectors creates a power tool to stop fraud in its early stages.

As Smartnumbers customers you become part of a cross-sector fraud prevention ecosystem, take part in networking and best-practice sharing events, and can potentially support law enforcement investigations into organised crime.



Find out more

Sign up today



Get exclusive access to a wealth of more great fraudster intelligence by signing up for our newsletter.

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