

AND THEN THERE'S **FRAUD...**

Bad actors and malicious attacks are on the rise, and 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 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



Data breach support

Experience Where it Matters the Most



4M+
fraud cases
resolved annually



15% increased efficiency
for identity verifications
vs. government
in-house teams



\$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%

End-to-End Fraud Prevention Solutions

360° fraud protection

Alorica can help you reduce losses with prevention-focused fraud strategies, harnessing our proven, award-winning blend of people, processes, and technology.



People

- We recruit and retain the best-fit fraud prevention specialists
- Advanced hiring profiles help us find agents with strong critical thinking and advanced judgment skills, attention to detail, comprehension, and decision-making capabilities
- Training and workflows built around fraud scenarios and segments



Processes

- Proven methods prioritize, analyze, investigate, and resolve
- Industry-leading expertise in compliance, risk management, and information security
- We equip agents with continual development and stringent training standards focused on accuracy, quality, and compliance



Technology

- Deep expertise with industry-leading tools including Accertify, Stripe, TSYS, Mastercom, Transact, Visa Resolve, and more
- Back office processing for review, research, analysis, and investigations, with multiple channels for email, text, fax, letters, and more
- Harnessing big data through systems like Hypercare and Alorica Connect to perpetually monitor employee engagement, confidence, and eNPS

The Alorica Advantage

Alorica's been providing exemplary Trust & Safety services since 2009, with a track record that speaks for itself: over 4 million fraud cases solved annually, and recognition from Gartner, Everest, and as a Leader for Content Moderation and Trust & Safety in NelsonHall's 2021 NEAT Evaluation for Social Media CX Services.

What's our secret? We hire the best talent and support them in every way. We also hold ourselves to a higher standard by championing an internal culture of compliance, guided by doing the right thing always.

Want to stop fraud and bad actors from harming your business?

Let's talk!

