



Managing Serial Returners

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1:50 PM – 2:30 PM

The Return Abuse Dilemma

22.8 B

in loss from return
abuse and fraud*

5%

of annual returns are
fraudulent*

75%

of merchants have
experienced return
abuse*

*National Retail Federation

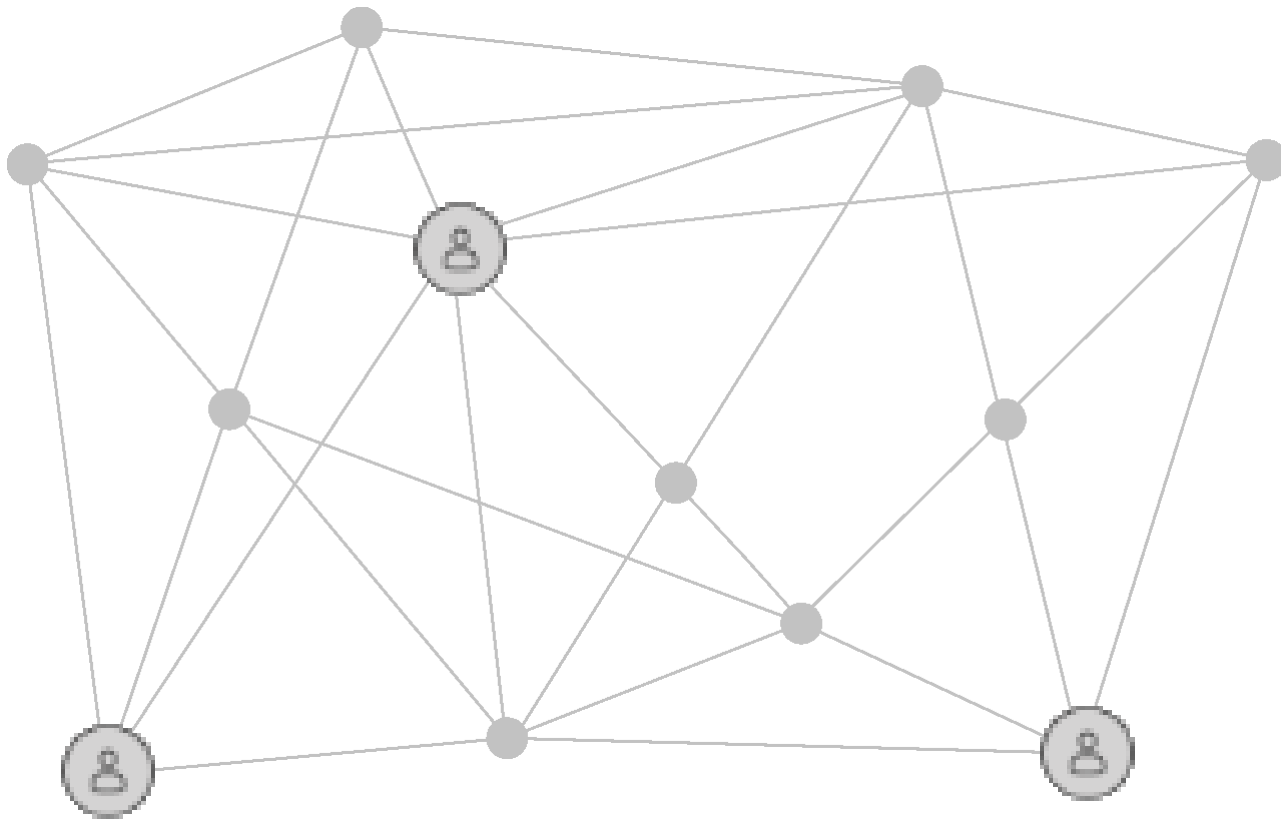


The Battle for Customer Loyalty

In a new survey conducted on behalf of Forter, nearly **40%** of respondents said they've returned merchandise after using it.*



Linking Customers and Actions



Have we seen this person/activity pattern before?



What other identities is this person connected to?



Is this person who they say they are?



The Solution: Always on Approach



Customization



Automation



Scalability



Accuracy



Real-time



Holistic

