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
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