Loyalty for Sale
Retail and Hospitality Fraud

While loyalty to a merchant, airline, or hotel chain might not literally be for sale, accounts associated with a loyalty program frequently are.

Here are some of the major criminals attack you and your customers.

For more details, read the full report.

Top Targets for Criminals
Retail and Travel, and Hospitality account for the bulk share of stolen activity.

63% Credit Card Theft/Stealing
41% Web Applications Attacks

For top source areas for these attacks and the years of theft when they tend to spike, read the full report.

Credentialed Abuse Case Study
Retail and loyalty profiles contain original balances, which can be traded or sold in small pieces.

$13 Selling price for a travel and hotel booking
$30 credit profile with 1,000 points

$736 Selling price for a travel and hotel booking,
containing 279 million rewards points,
compromised by a SQL injection

Web Attacks Case Study
Retail, travel, and hospitality attract the lion’s share of criminal activity.

79% Retail
41% Travel

63% 41%

Credential Stuffing
Web Application

63% 41%

Reselling profiles for stolen rewards

Darknet Prices for Stolen Rewards

$30 gasoline reward
Hotel rewards account with 40,000 points
Complete travel package worth about $2,000

$13 $30 $736

79% Losing Millions of Dollars a Second

90%

Every second of downtime is a second that customers can’t transact.

Credits card theft/stealing.

For top source areas for these attacks and the years of theft when they tend to spike, read the full report.

How Industries Play into Criminals’ Hands

79% 90%

In retail, travel, and hospitality, a mobile number is all it takes.

Relying on easily obtained information as a means of authentication.

Responding to the pandemic in a way that backfires into increased criminal activity.

Learn more about the gaps we identified in the full report.

Read the full report for insights that you can use to protect your customers’ accounts, whether you’re in retail, travel, hospitality, or any industry.

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