

Fraud Risk Balanced Scorecard

What

Our balanced scorecard provides holistic executive-level insights into the fraud program performance through a 'tech-enabled service' that allows institutional customization based on an FI's own internal risk appetite. This is delivered across **5 Fraud risk Factors: 1) Loss, 2) Customer Experience, 3) Regulatory / Compliance, 4) Business Revenue and 5) Operational Expense.**

Why

Managing fraud by just measuring fraud losses is incomplete. Fraud controls introduce 'friction' into the control environment; that friction erodes customer experience, increases expense and decreases revenue (as a result of customer attrition). And, let's not forget about the need to be compliant along the way.

How

Leveraging our **5 Fraud Risk Factors** framework and library of metrics, we work with you to help design and implement a tailored balanced scorecard, tailored to your organizational tolerance for fraud and controls. We can come in and implement the scorecard end-to-end, or work with your team to help design and implement this powerful tool together.

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