Ravelin

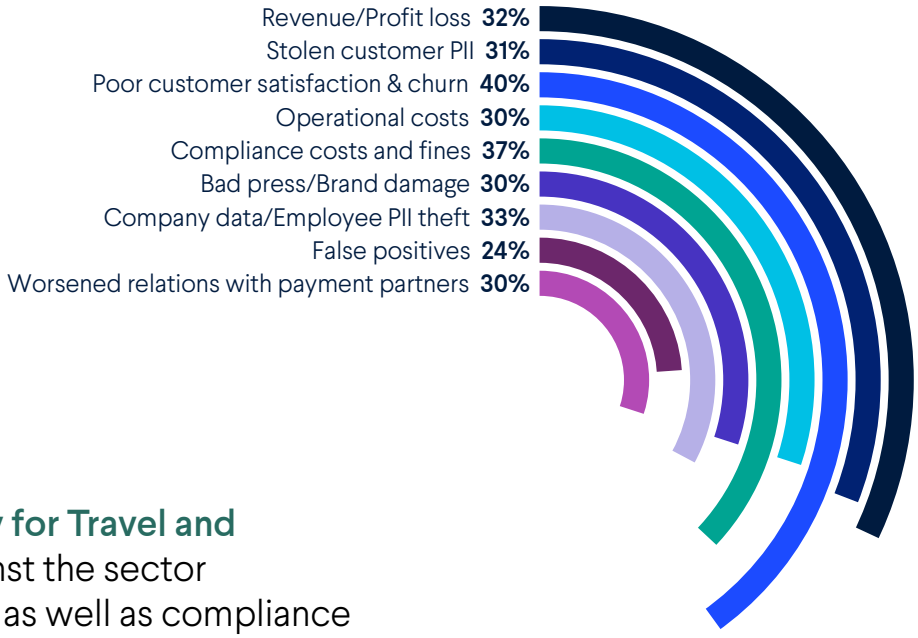
GLOBAL FRAUD TRENDS IN TRAVEL & HOSPITALITY

FRAUD & PAYMENTS REPORT 2025

ravelin.com

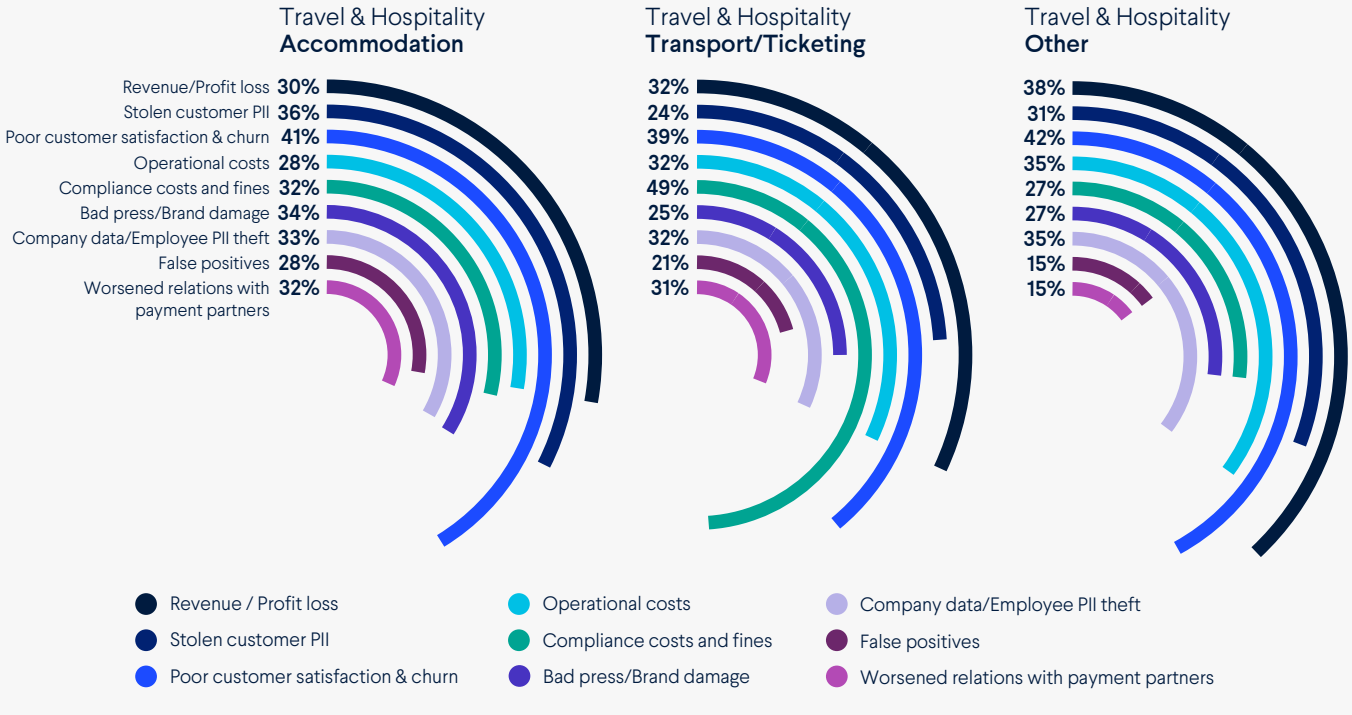
HOW IS FRAUD AFFECTING TRAVEL & HOSPITALITY COMPANIES IN 2025?

"WHICH OF THESE POTENTIAL CONSEQUENCES OF FRAUD HAVE AFFECTED YOUR COMPANY IN THE PAST 12 MONTHS?"



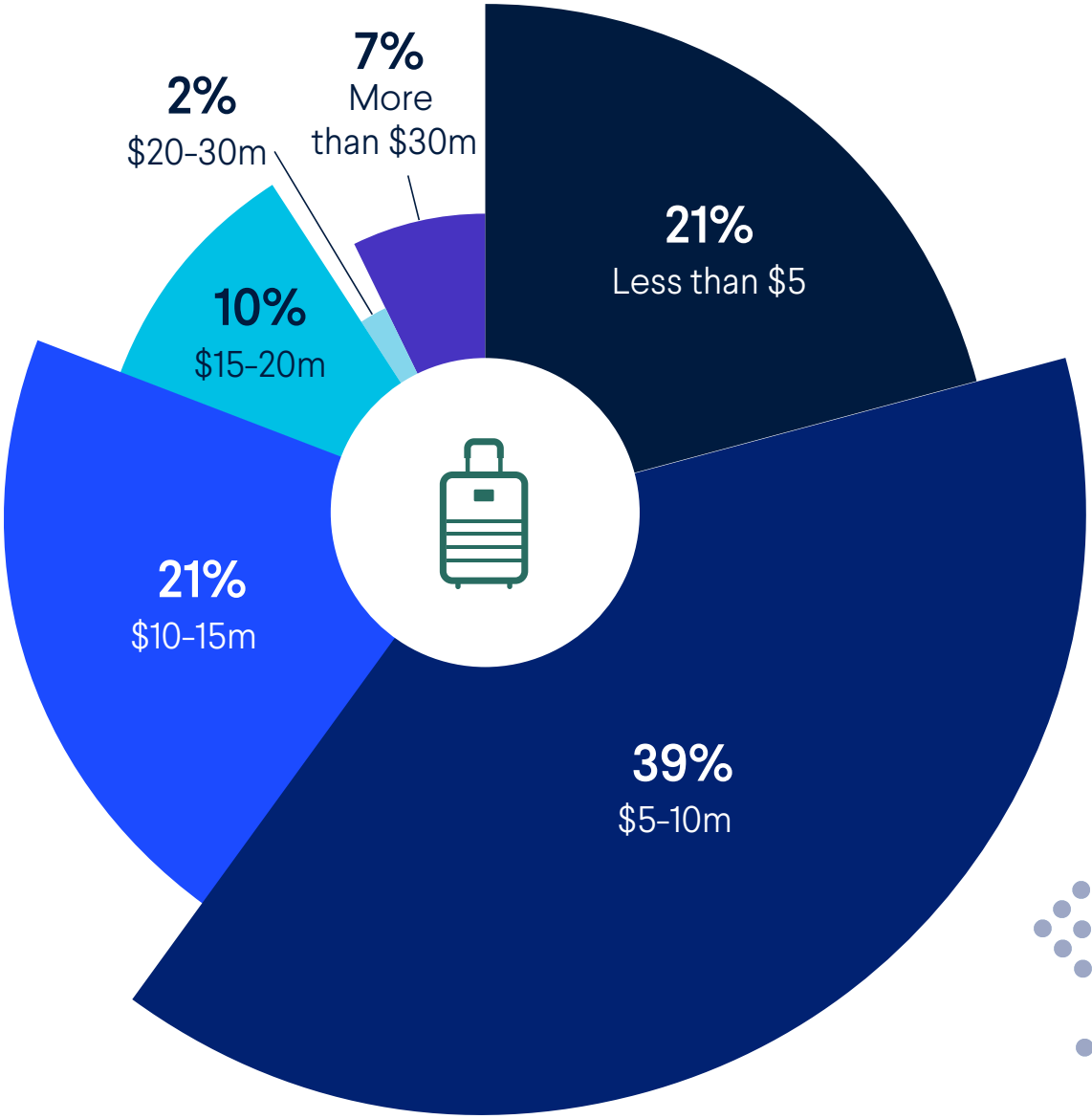
Customer satisfaction is key for Travel and Hospitality – with fraud against the sector impacting this area the most, as well as compliance costs/fines and company data theft.

PER SUBSECTOR



THE COST OF FRAUD

"HOW MUCH DOES FRAUD COST YOUR COMPANY PER YEAR? (IN USD)"



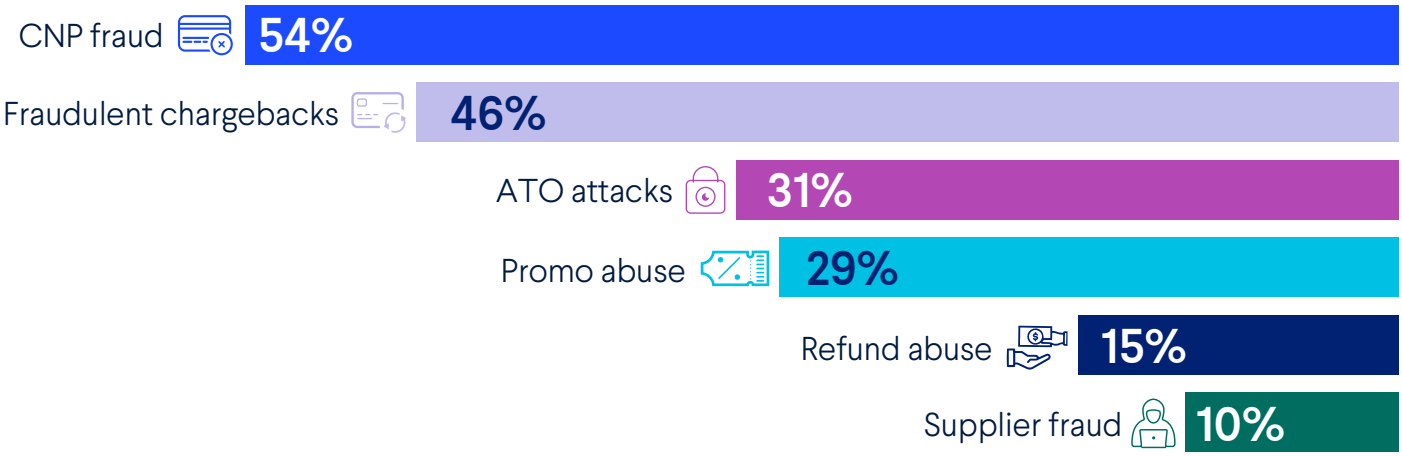
$11m

average annual loss to fraud in the travel sector*

*Estimated averages based on the midpoint of each range, and $40m used for "More than $30m".

THE MOST EXPENSIVE TYPES OF ONLINE FRAUD FOR TRAVEL

"WHICH TYPE OF FRAUD COSTS YOUR BUSINESS THE MOST? CHOOSE UP TO 2."

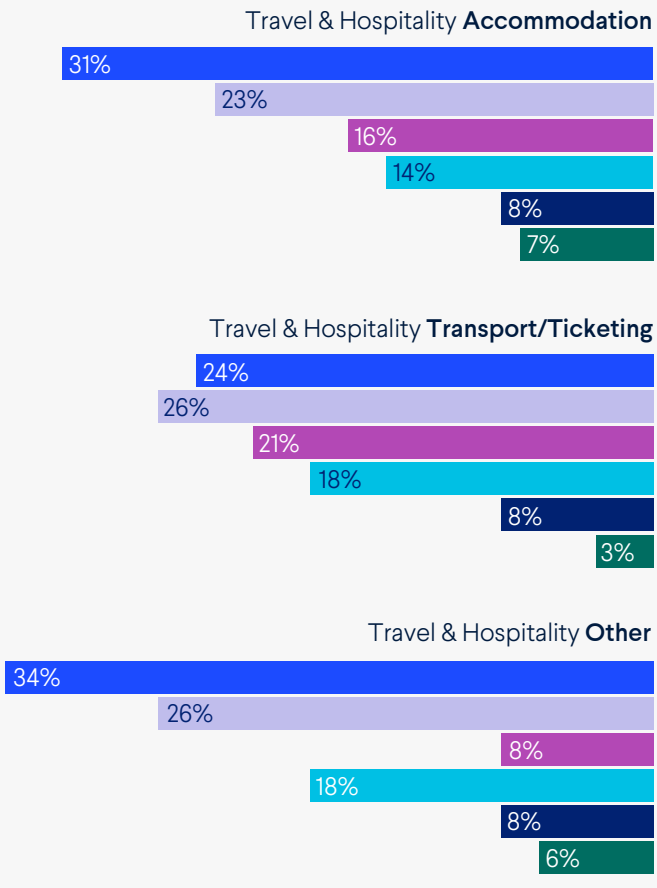


"Fraudsters have diversified, but traditional card fraud is still going strong.

It's also obvious that merchants are facing difficulties understanding and quantifying newer types of fraud – for example, refund abuse."

Martin O'Riada
Co-Founder & COO at Ravelin

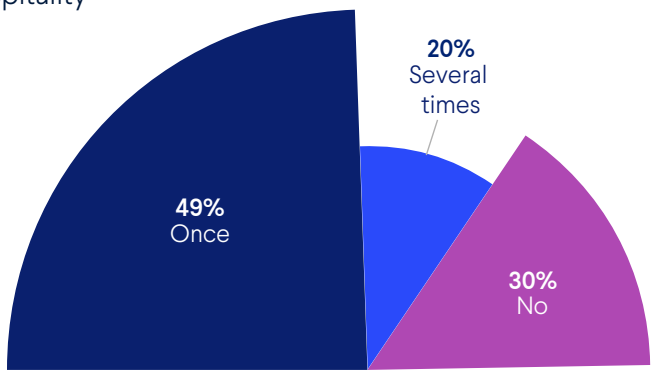
PER SUBSECTOR



FRAUD IN THE HEADLINES

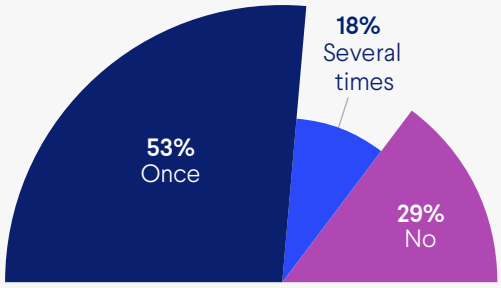
"HAS YOUR COMPANY BEEN FEATURED IN THE PRESS OR SOCIAL MEDIA AS A RESULT OF FRAUD IN THE PAST 12 MONTHS?"

Travel & Hospitality
Overall

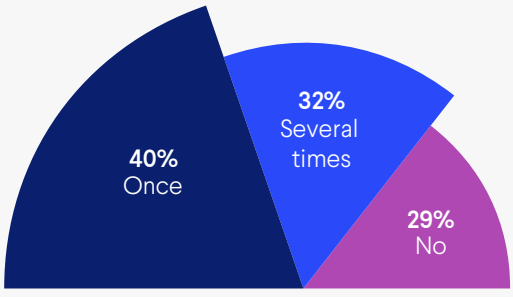


PER SUBSECTOR

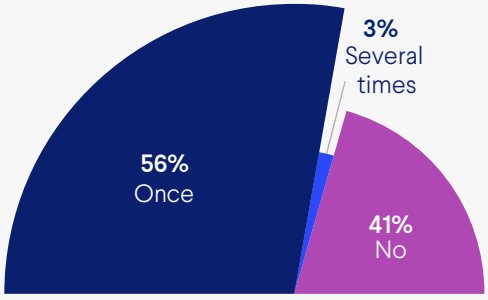
Travel & Hospitality
Accommodation



Travel & Hospitality
Transport/Ticketing

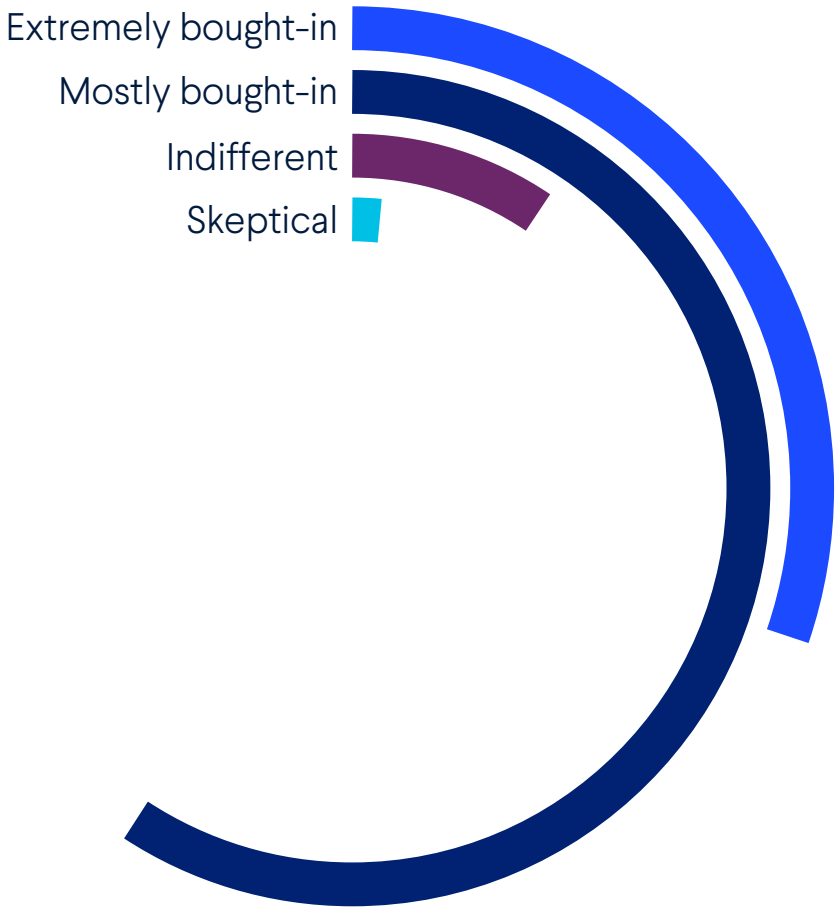


Travel & Hospitality
Other



LEADERS' ATTITUDES TO FRAUD

"HOW BOUGHT-IN ARE LEADERS AT YOUR COMPANY ON THE IMPORTANCE OF STOPPING FRAUD/OR ABUSE?"



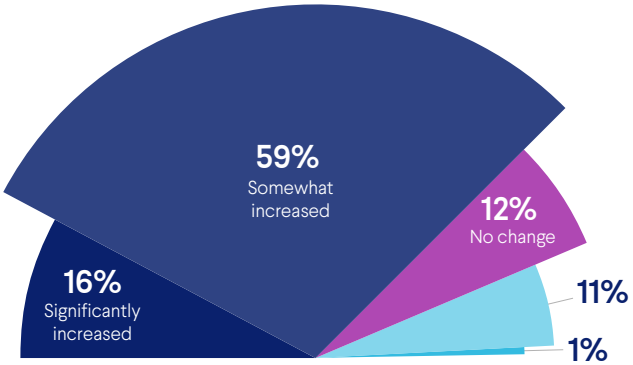
"Mainstream media has been paying more attention to fraud and cybersecurity more generally – with more reports as a result.

Merchants would be wise to consider the impact fraud has on their brand image, including social media mentions and discussions."

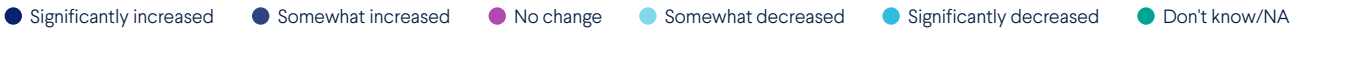
Nick Lally
Co-Founder & CFO at Ravelin

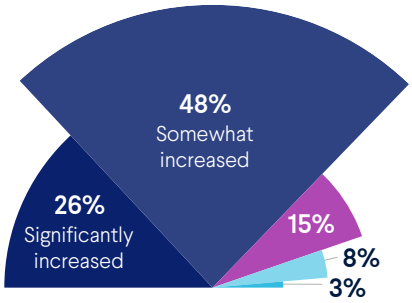
FRAUD IS INCREASING ACROSS THE BOARD FOR TRAVEL & HOSPITALITY

"IN THE PAST 12 MONTHS, HAVE YOU NOTICED A CHANGE IN THE VOLUME OF FRAUD THAT AFFECTS YOUR COMPANY?"

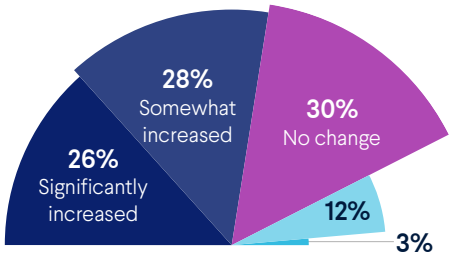


All fraud types

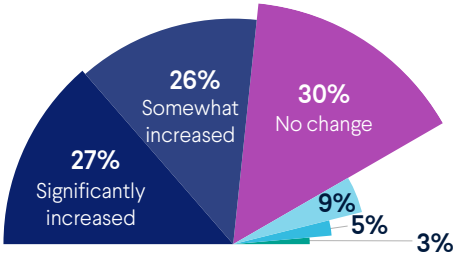




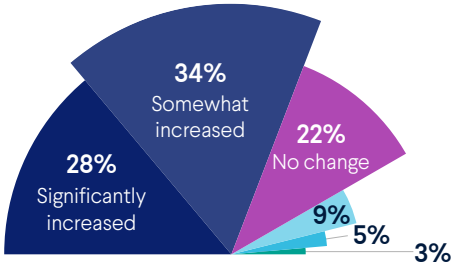
Online payment fraud



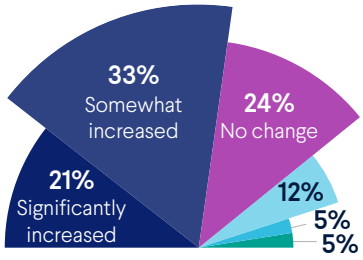
Fraudulent chargebacks



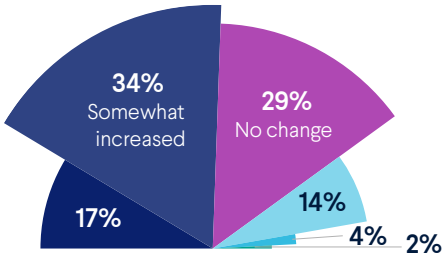
Account takeover (ATO)



Promo, voucher & policy abuse

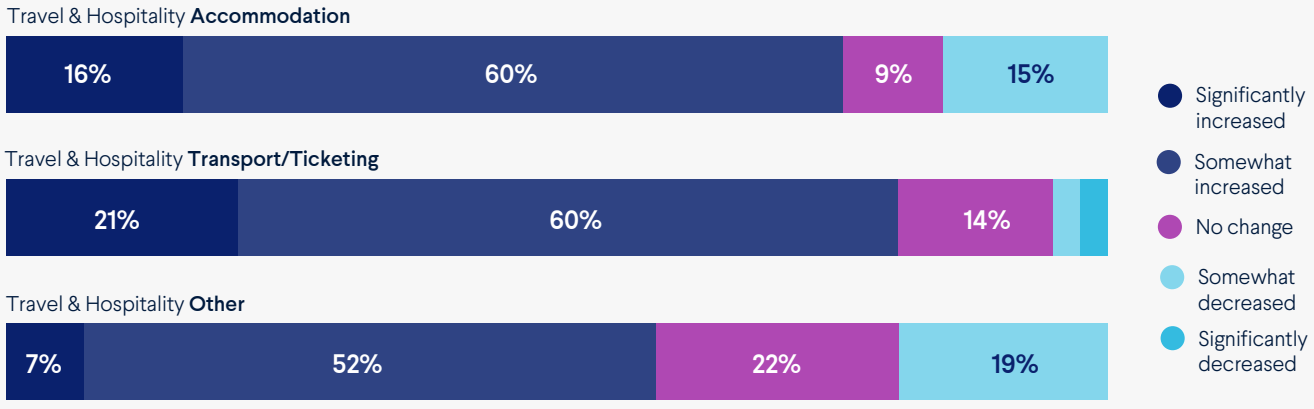


Refund abuse



Supplier fraud

FRAUD TRENDS IN TRAVEL SUBSECTORS



TRENDS IN CHARGEBACKS AND DISPUTES

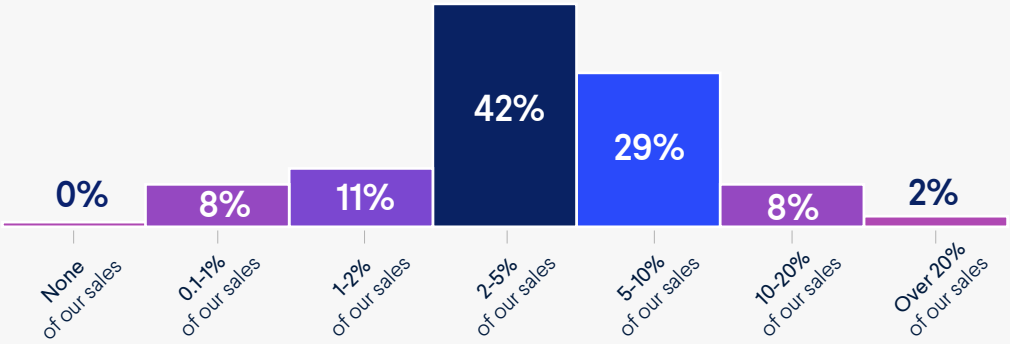
THE AVERAGE
TRAVEL & HOSPITALITY MERCHANT

challenges **38%** of disputes...

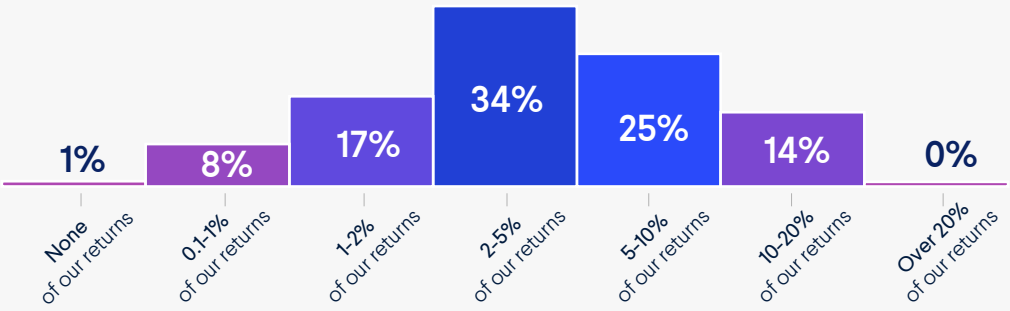
...and is successful with **41%** of them

TRENDS IN REFUNDS & REFUND ABUSE

"IN THE PAST 12 MONTHS, WHAT PERCENTAGE OF YOUR SALES DID YOU RECEIVE REFUND REQUESTS ON?"



"IN THE PAST 12 MONTHS, WHAT PERCENTAGE OF ALL RETURNS OR REFUNDS DO YOU ESTIMATE TO BE A RESULT OF POLICY ABUSE?"

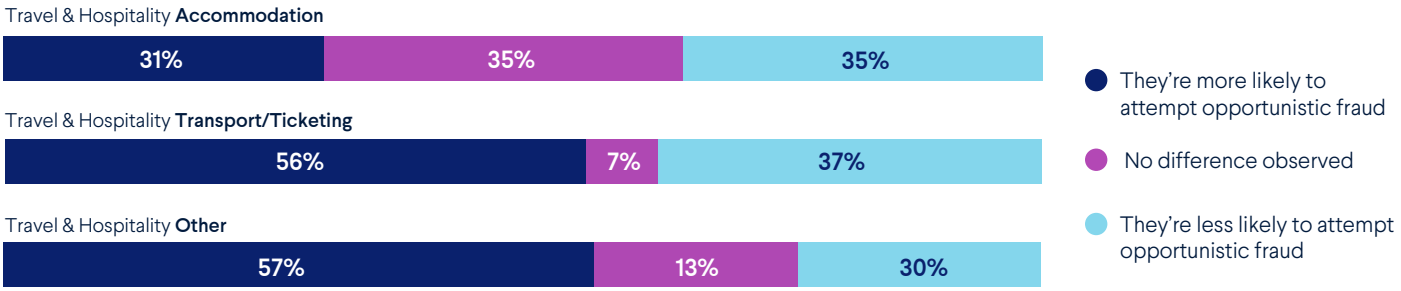


FIRST-PARTY FRAUD & ABUSE TRENDS

"HAVE YOU NOTICED A CHANGE IN CUSTOMER/ LEGITIMATE CARDHOLDER BEHAVIOR OVER THE PAST 12 MONTHS?"

Travel & Hospitality **Overall**

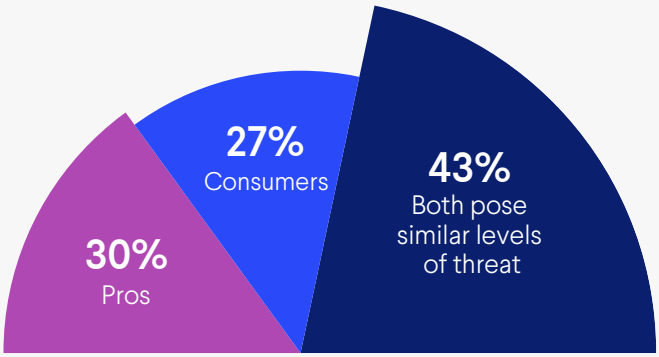
PER SUBSECTOR



FRAUDSTER VS CONSUMER THREAT

PERCEIVED THREAT HIERACHY

1. The use of stolen cards by fraudsters
2. Promo abuse by consumers
3. Supplier fraud by criminals
4. False claims for refunds by consumers
5. False claims for chargebacks by consumers
6. Account takeover attempts by criminals

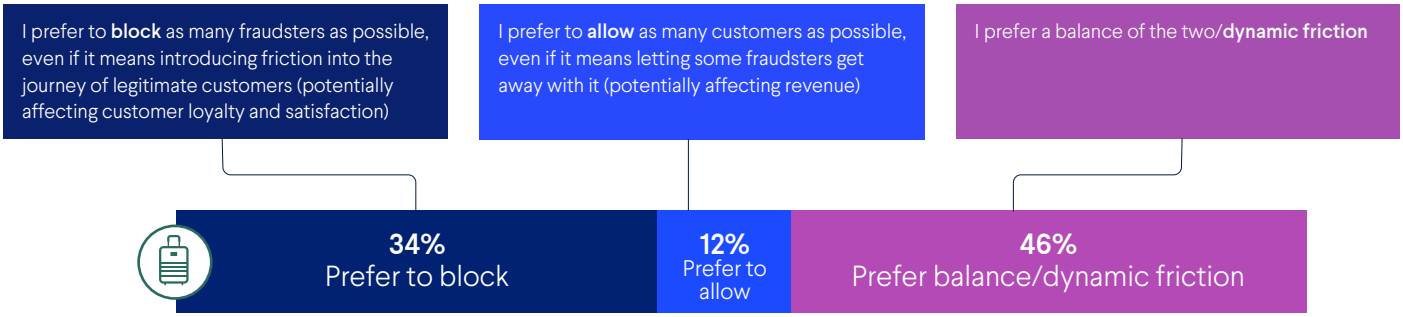


AI IN FRAUD PREVENTION

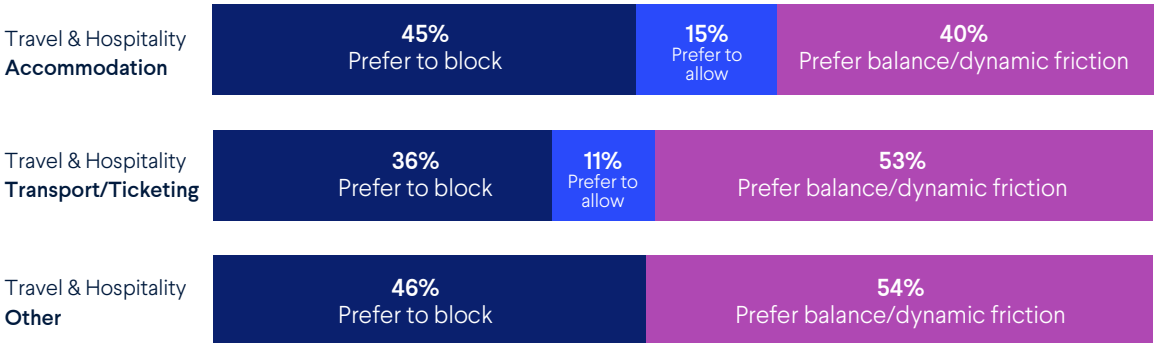
"ARE YOU CURRENTLY USING MACHINE LEARNING (ML), LARGE LANGUAGE MODELS (LLM) OR ANY OTHER AI TECH TO DETECT/PREVENT FRAUD?"

FRICTION VS SECURITY: A MERCHANT'S DILEMMA

"WHERE DO YOU STAND ON FRICTION VS SECURITY WHEN IT COMES TO ONLINE PURCHASES?"



PER SUBSECTOR



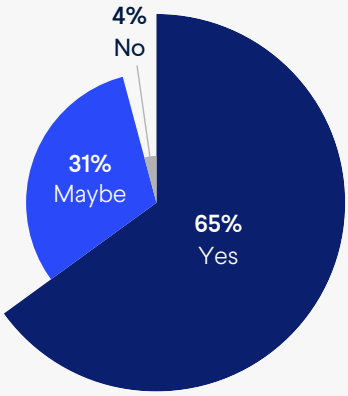
APPROACHES TO REFUNDS & RETURNS

"ARE QUICK AND SEAMLESS REFUNDS IMPORTANT TO YOUR BUSINESS MODEL AND/OR CUSTOMERS?"

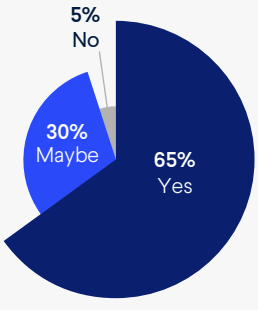
"DO YOU USE TECHNOLOGY TO ASSESS WHICH CUSTOMERS ARE TRUSTWORTHY TO BETTER MANAGE THEIR REFUND/RETURNS EXPERIENCE?"

COULD WE TRY HARDER?

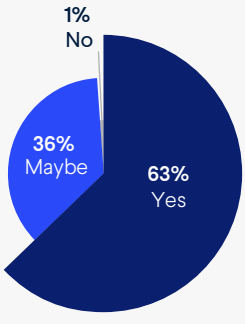
"DO YOU BELIEVE YOUR COMPANY SHOULD BE DOING MORE TO BATTLE FRAUD?"



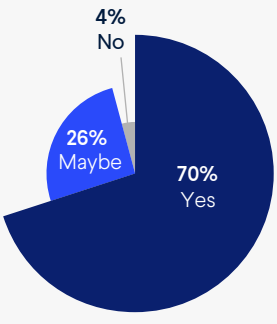
Travel & Hospitality
Overall



Travel & Hospitality
Accommodation



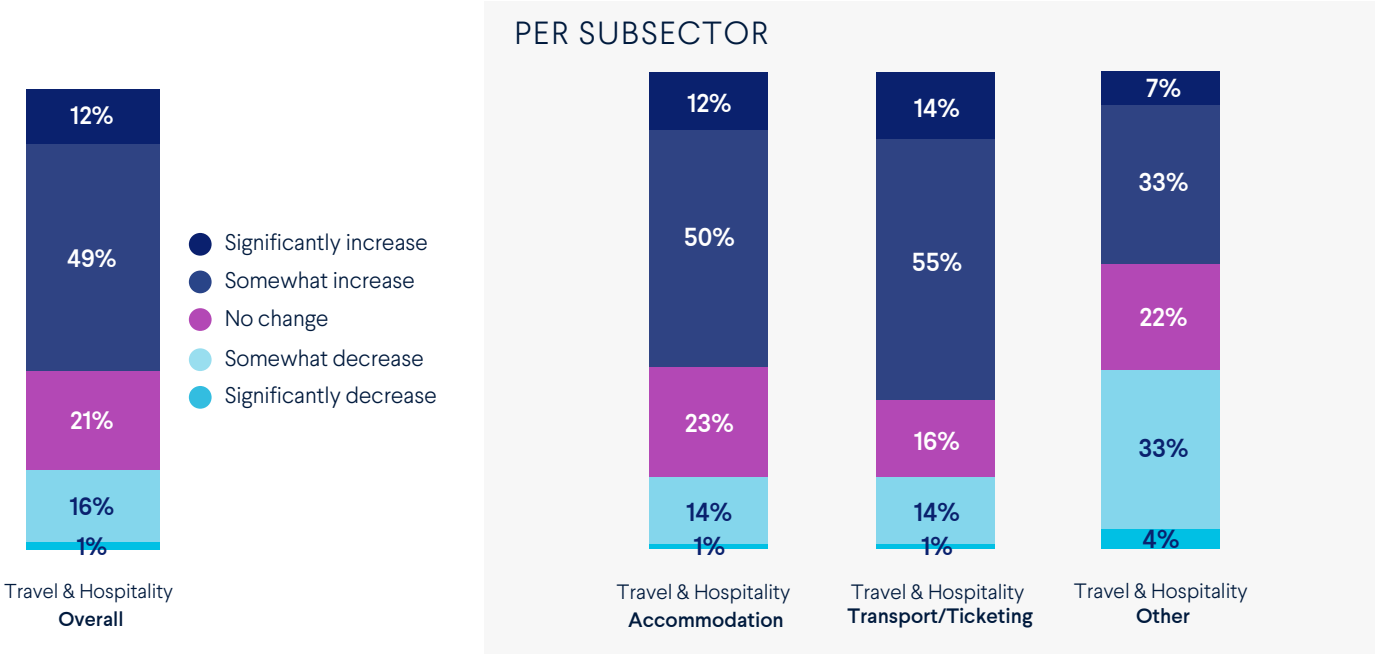
Travel & Hospitality
Transport/Ticketing



Travel & Hospitality
Other

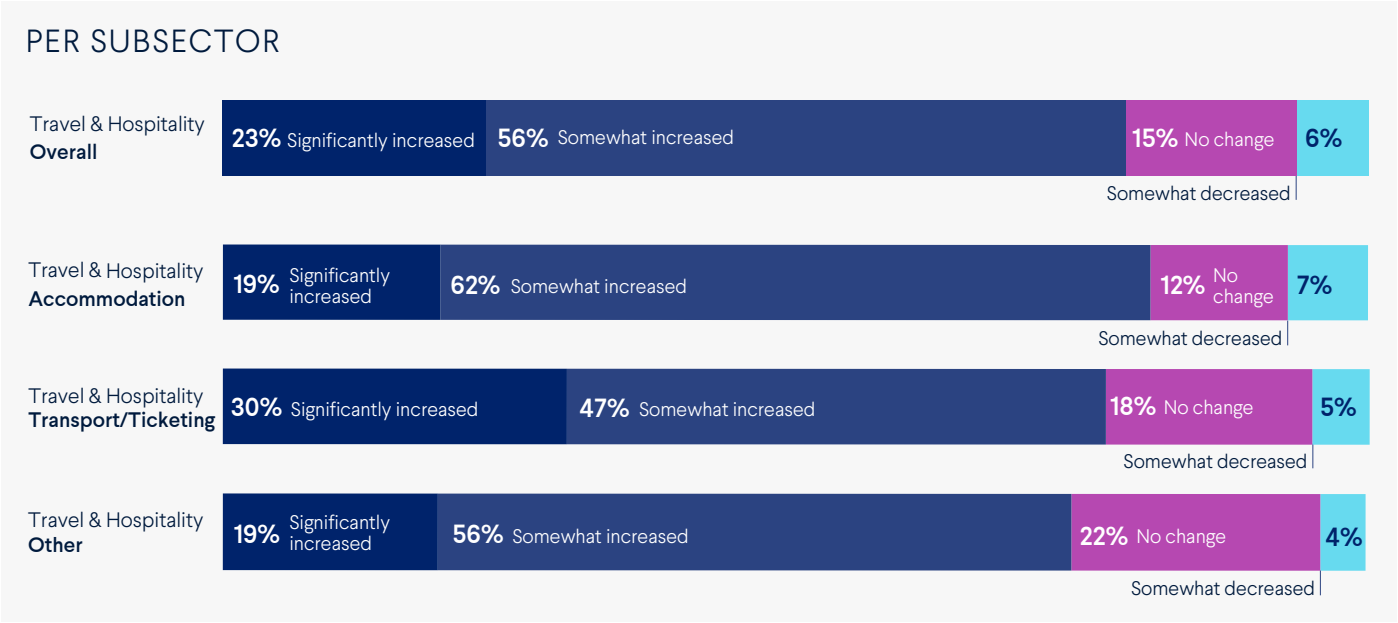
THE FUTURE OF FRAUD

"DO YOU EXPECT FRAUD AGAINST YOUR COMPANY TO INCREASE OR DECREASE IN THE NEXT 12 MONTHS?"



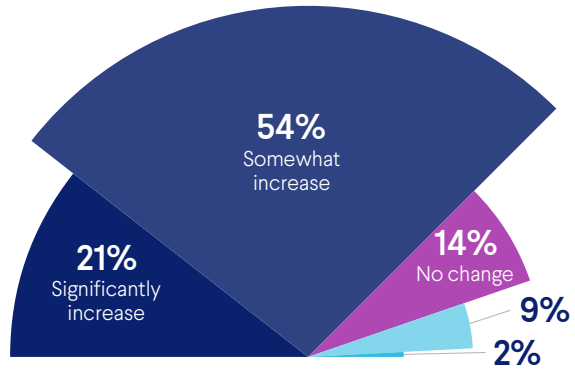
FUTURE FRAUD SPEND

"IN THE NEXT 12 MONTHS, DO YOU EXPECT TO SPEND MORE OR LESS ON COMBATING FRAUD, INCLUDING TOOLS/SOLUTIONS, CONTRACTORS, FRAUD LOSS, RESOURCES, ETC.?"

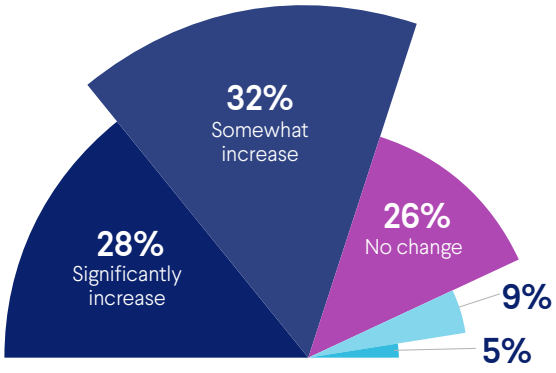


FUTURE FRAUD TRENDS IN TRAVEL & HOSPITALITY

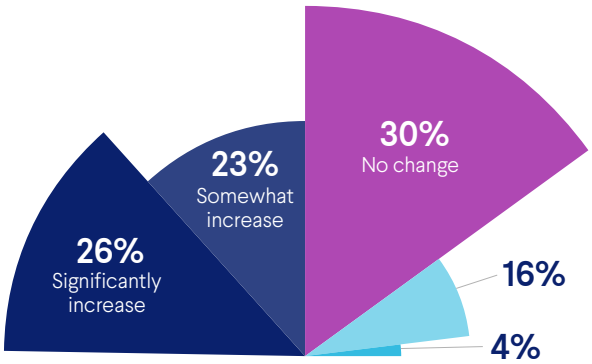
"WHICH TYPES OF FRAUD DO YOU THINK WILL INCREASE IN THE NEXT 12 MONTHS, AND BY HOW MUCH?"



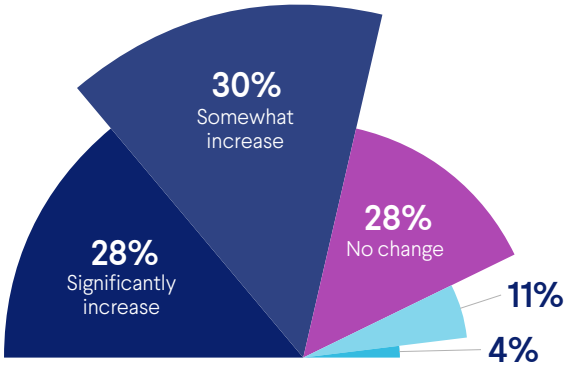
CNP fraud



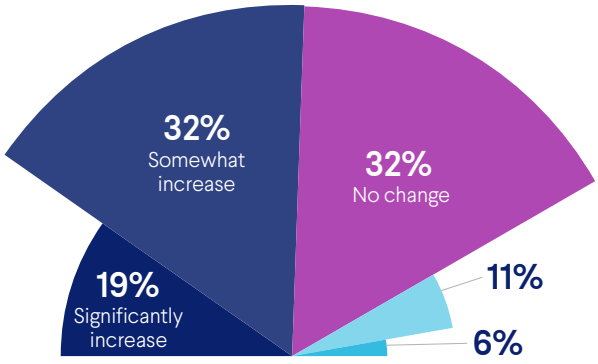
Fraudulent chargebacks



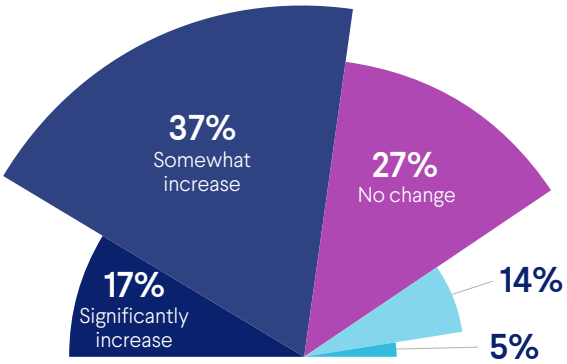
ATO attacks



Promo abuse



Refund abuse



Supplier fraud

Significantly increase | Somewhat increase | No change | Somewhat decrease | Significantly decrease

Online fraud can be a challenge for the Travel, Ticketing and Hospitality sector.

Ravelin has built solutions to address all these pain points, learning from your historical data to inform a fraud prevention strategy that works for your specific landscape – and no-one else's.

Get in touch today to chat about payment fraud, account takeover attacks, refund abuse, voucher, promo & policy abuse, transaction optimization, 3D Secure, link analysis or supplier fraud.

Book a call at ravelin.com/contact-us.

10.7bn
fraud scores a year calculated

$62bn
in transactions processed

340+
merchants protected

METHODOLOGY & DEMOGRAPHICS

In January 2025, Ravelin commissioned research provider Qualtrics to carry out an online survey of 1466 fraud and payments professionals from around the world, with a focus on the UK, USA, Canada, France, Germany, Italy, Spain, Australia, Brazil, and Mexico.

Participants belonged to the C-suite or Fraud/Risk, Finance/Payments, Compliance/Operations or Product teams of enterprises in the following industries: Retail, Travel & Hospitality, Digital Goods, Marketplaces. Survey participants all worked for businesses with more than $50 million in annual revenue and/or over 500 employees, which sell their products either online or both online and offline.

They were asked questions around their observations, attitudes and predictions related to fraud and payments in the past 12 months, at present, as well as in the future.

Any 2024 data referenced is from Ravelin's Global Fraud Trends: Fraud & Payments Survey 2025.

Thank you for reading our Global Fraud Trends Report.

Questions? Comments?
Please write to marketing@ravelin.com.

We frequently release new findings in fraud and payments.

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