

## Senior Fraud Specialist

### Case study

#### Simplified background:

Vestiaire collective leverages Adyen to process 70% of its payment. 30% are processed through Paypal. For Adyen processed transactions, excluding Klarna's / Direct banking, Riskified is assessing transactions. If they accept it and it turns into a lost chargeback, Riskified would take liability. In some scenarios, our internal Fraud team reviews transactions (Fraud Manual reviews): Ex: if Riskified declined, we check and challenge them.

We can also receive "non fraud" chargeback, related to order delivery or order quality.

#### Situation

As our Senior Fraud Specialist, you are tasked to drive Chargeback cost down through short term action plan but also improving Vestiaire Collective Fraud set up to secure it in the long term.

We provide you with an database extract of our current chargeback from Q4

#### Questions:

- 1) Based on data, where should we focus on?
- 2) With your experience, what action to quickly take to improve performance?
- 3) What would you build or set to ensure we can minimize this cost in the future?

#### Expected results:

- 1) Formalize your answers in a document - pick the format you prefer
- 2) Present your answer in 30 min to our VP Authentication, QC & Community Trust. Expect questions and challenge on the spot to discuss your propositions

You can ask questions when preparing your case