Rise in online transactions and less on physical side where physical credit card is not required .

Merchants do not follow strict data sanctity checks.

Rising Frauds

Customers do not notice fraudulent transactions.

Customers do not bring fraudulent transactions to the banks notice on time.

Lack of communication between customers and financial services.

Inability to identify or take actions on fraudulent transactions.

Banks are lagging behind in terms of the technological advancements used in the industry. They do not have a fraud detection AI/ML model set up to identify such transactions so that alerts can be sent only to specific customers?

Banks follows old systems and techniques and fail to accept the digital model to detect the fraudulent transactions.

No strong policy for "tap to pay" or "contactless" payment where anyone can pay with other persons card as OTP is not required.

Banks do not send alerts to notify customers about their transactions.

ATMS/POS terminals do not have OTP systems available