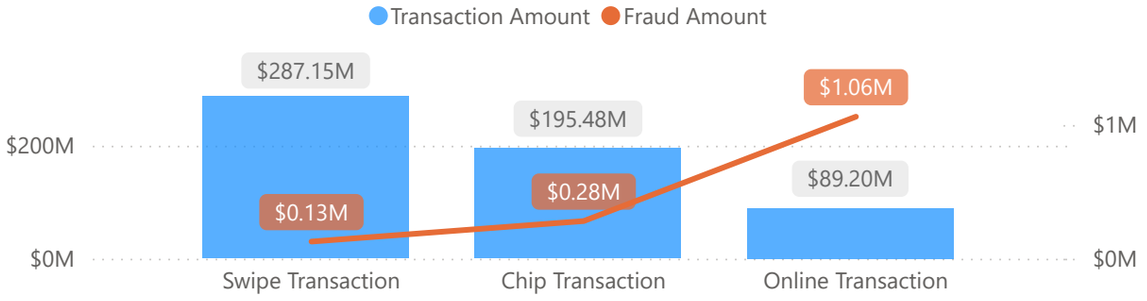
Fraud Overview

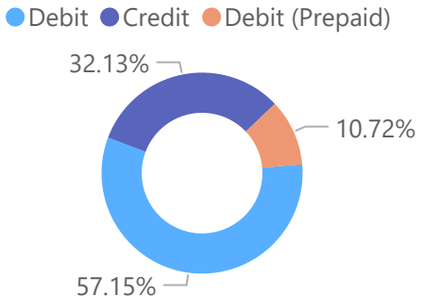
Total Transactions	Fraud Transactions	Fraud Transactions Rate	Customers with Transactions	Total Customers
13.31M	13,332	0.10%	1,219	2,000

Total Amount	Fraud Amount	Fraud Amount Rate	Fraud-Impacted Customers	Total Merchants
$571.84M	$1.47M	0.26%	1,196	74,831

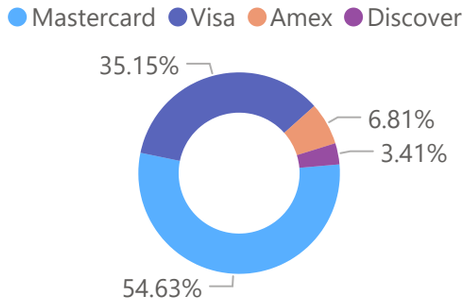
Fraud Impacted across Transaction Segments



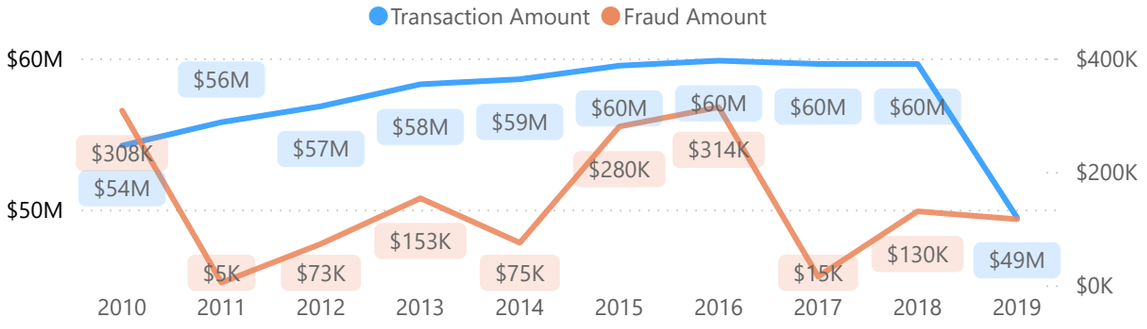
Fraud Rate per Card Type



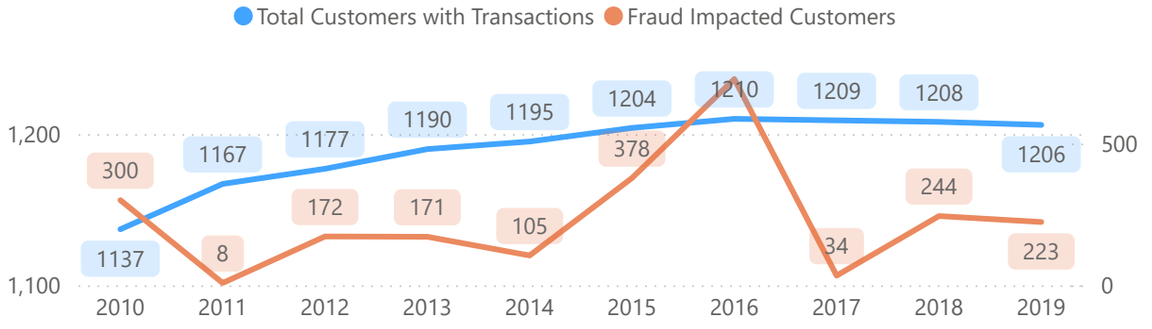
Fraud Rate per Card Brand



Fraud Amount Trend



Fraud-Impacted Customers Trend



Year

2010	2011	2012	2013	2014	2015	2016	2017	2018	2019

Customers

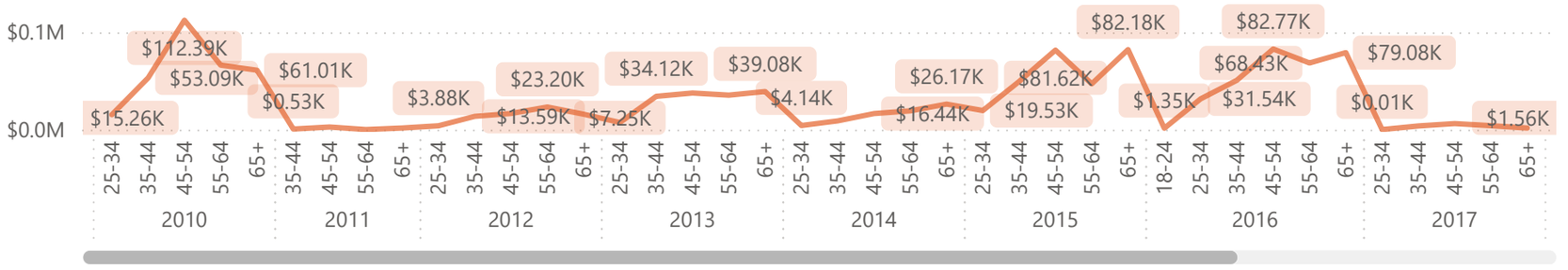
New Customer: Customers who opened their first account and performed the first transaction
Old Customer: Customers who had transaction history

Total Customers
2,000

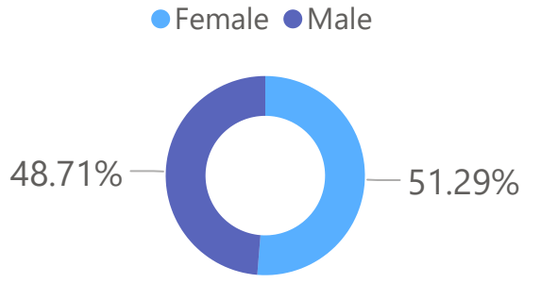
Fraud-Impacted Customers
1,196

(Blank) | First-Time Customer | Repeat Customer

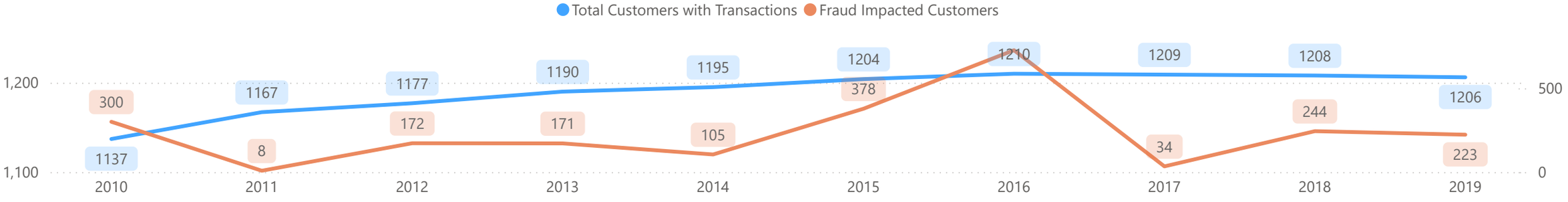
Fraud Trend Across Age Group



Fraud Trend Across Gender Group



Fraud-Impacted Customers Trend



Year

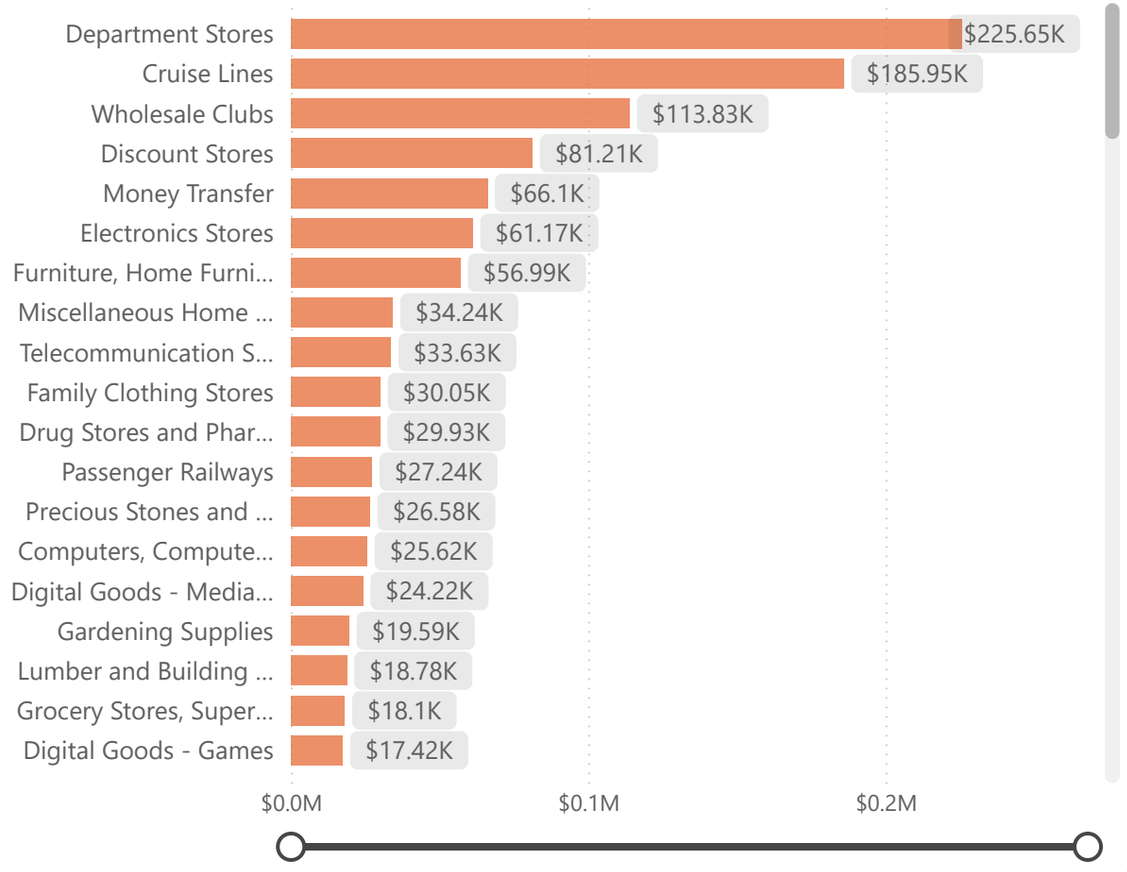
2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019

MCC

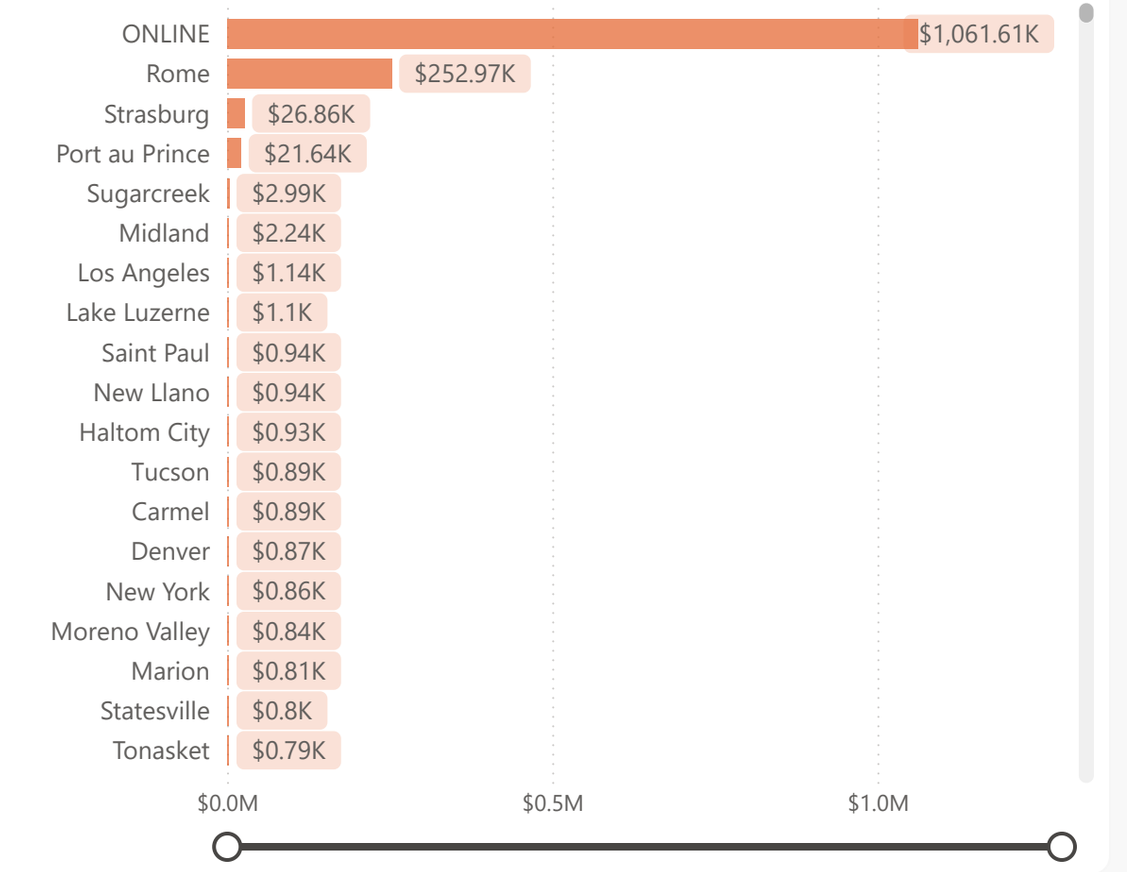
Total Merchants	Total Merchant Segments	Total Amount	Fraud Amount
74,831	109	$571.84M	$1.47M

MCC_Description: All

Fraud Amount by MCC Segments



Fraud Amount by Merchant State & City



Year

2010	2011	2012	2013	2014	2015	2016	2017	2018	2019