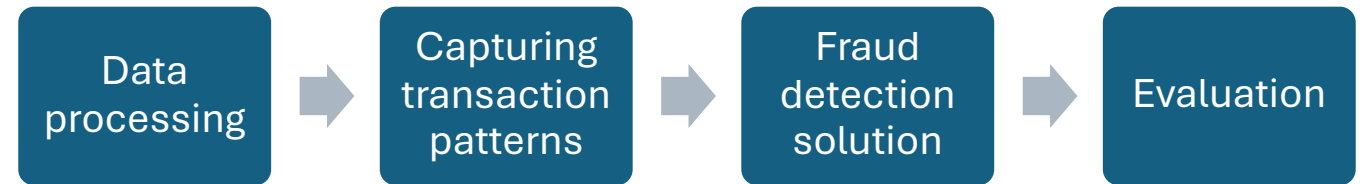


## Problem

In the last 13 months:

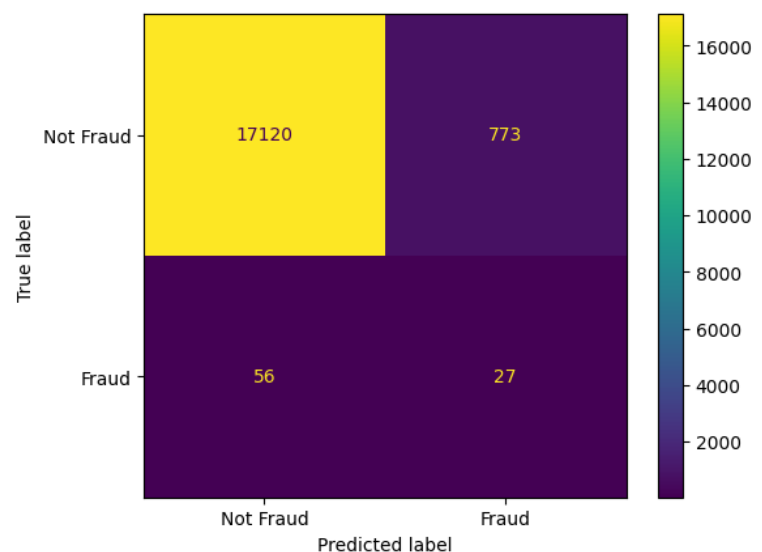
- Over £100,000 lost to fraudulent transactions
- 875 (0.74%) fraudulent transactions recorded.
- 167 accounts affected by fraudulent transactions

## Solution Approach



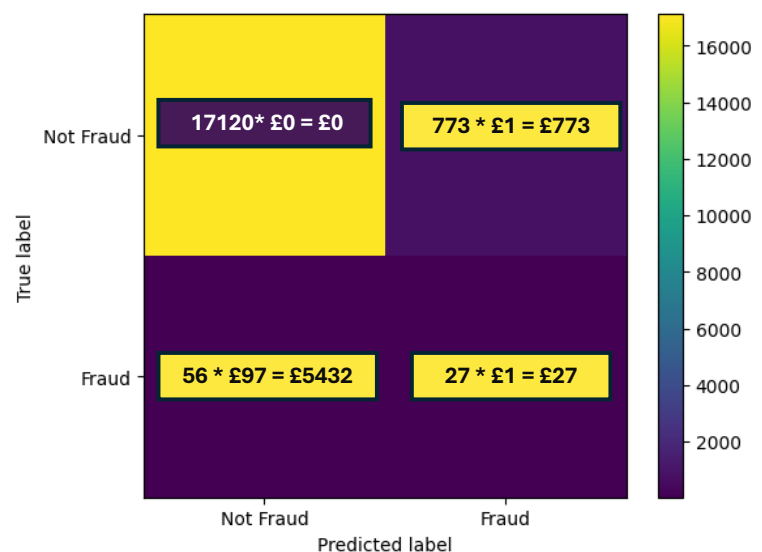
## Evaluation – Using transactions from the last 2 months

Confusion matrix for transactions with fraud score greater than 79%



- With a fraud score greater than 79%, 95% of the total transaction correctly classified as non-fraudulent.
- 4.3% of total transactions incorrectly classified as potentially fraudulent.
- 800 potentially fraudulent transactions reviewed over 2 months.
- Of 83 fraudulent transactions recorded over last 2 months, 56 (67.5%) missed by the solution. 27 (32.5%) fraudulent transactions averted (after review).

Cost matrix for reviewed transactions



- Using a £1 dummy review/resource cost, over £1700 saved.
- With over 30% fraud transactions averted and money saved, this solution can be improved.
- Next steps - Balancing the tradeoff between capturing more potentially fraudulent transactions and introducing transaction friction.