How OSINT is Transforming the Fight Against Retail Fraud

Retail fraud is a growing problem, costing businesses billions of dollars each year. But there is a powerful way for retailers to fight back: by using open-source intelligence (OSINT) tools.

The Scale of the Problem

All figures shown are in U.S. dollars



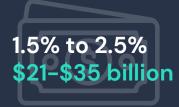
Year over year, fraud and abuse has increased by 20%.¹



In 2024, return fraud accounted for \$101 billion in overall losses for retailers.²



For every \$100 in returned merchandise, retailers will lose \$13.70 to return fraud.³



Claims and appeasements are the **fastest-growing fraud category**, impacting 1.5% to 2.5% of online sales (\$21-\$35 billion).⁴

Appriss Retail https://apprissretail.com/blog/analyzing-retail-returns/

² NRF

https://cdn.nrf.com/sites/default/files/2024-01/2023%20Consumer%20Returns%20in%20 the%20Retail%20Industry.pdf

3 NRI

https://nrf.com/media-center/press-releases/nrf-and-appriss-retail-report-743-billion-merchandise-returned-2023

4 Appriss Retail https://apprissretail.com/resources/2024-claims-and-appeasements-report/

How Babel Street Helps Retailers Tackle Fraud



Identify fraudulent patterns and actors across social media and the dark web by monitoring online discussions, identifying sales of fraudulent goods, and revealing hidden relationships among fraudsters.



Enhance your investigations and loss prevention program by gathering key evidence to support cases against fraudsters, and to use as actionable intelligence in decision-making.



Take proactive risk mitigation steps by tracking discussions of your return policies, staying on top of emerging fraud trends, and monitoring your brand name and reputation.



Protect your brand and customers by enhancing trust and security in their shopping experience.

Babel Street's unique combination of OSINT data and analytics capabilities provides retailers with a comprehensive solution to combat retail fraud, ensuring a safer and more profitable online shopping environment.

Learn more



