

# 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%.**<sup>1</sup>



In 2024, return fraud accounted for **\$101 billion in overall losses for retailers.**<sup>2</sup>



For every \$100 in returned merchandise, retailers will **lose \$13.70 to return fraud.**<sup>3</sup>

**1.5% to 2.5%**  
**\$21-\$35 billion**

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

<sup>1</sup> Appriss Retail <https://apprissretail.com/blog/analyzing-retail-returns/>

<sup>2</sup> NRF <https://cdn.nrf.com/sites/default/files/2024-01/2023%20Consumer%20Returns%20in%20the%20Retail%20Industry.pdf>

<sup>3</sup> NRF <https://nrf.com/media-center/press-releases/nrf-and-appriss-retail-report-743-billion-in-merchandise-returned-2023>

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

## How Babel Street Helps Retailers Tackle Fraud



1 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.



2 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.



3 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.



4 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

