



## 2020 Fraud Management Trends

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Fraud is continually evolving, and technology can mitigate the risk. But technology can also be the risk. The way consumers interact with financial institutions, how payments move, and the manipulation of artificial intelligence are areas in 2020 where we are actively researching to understand the challenges in depth and identifying ways to solve them. The financial-services market will be required to escalate change as digital transformation is driving the business. The key to success will not be to rely on old techniques and manual processes to solve the evolving problems, but rather to identify new ways of thinking and to deploy technology in an orchestrated manner.

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