## Fraud Risk Balanced Scorecard

## What

Our balanced scorecard provides holistic executive-level insights into the fraud program performance through a 'techenabled service' that allows institutional customization based on an FIs own internal risk appetite. This is delivered across 5 Fraud risk Factors: 1) Loss, 2) Customer Experience, 3) Regulatory / Compliance, 4) Business Revenue and 5) Operational Expense.

## Why

Managing fraud by just measuring fraud losses is incomplete. Fraud controls introduce 'friction' into the control environment; that friction erodes customer experience, increases expense and decreases revenue (as a result of customer attrition). And, let's not forget about the need to be compliant along the way.

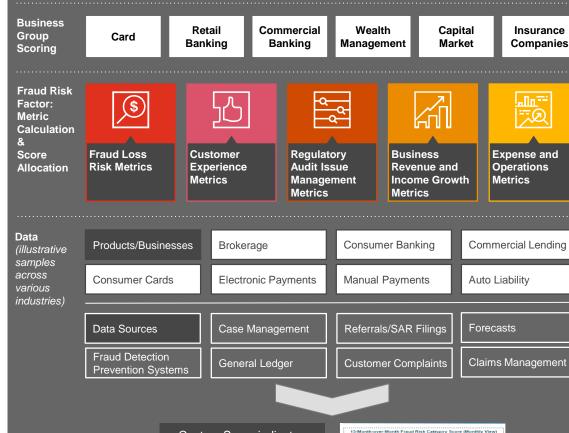
## How

Leveraging our 5 Fraud Risk Factors framework and library of metrics, we work with you to help design and implement a tailored balanced scorecard, tailored to your organizational tolerance for fraud and controls. We can come in and implement the scorecard end-to-end, or work with your team to help design and implement this powerful tool together.

Ian Mitchell Principal (210) 216-5025 ian.mitchell@pwc.com Frank Badalamenti Principal (718) 290-3919 frank.badalamenti@pwc.com David Fapohunda Managing Director

(516) 768-4928 David.fapohunda@pwc.com

**Custom Score indicates** relative score to be measured MoM or QoQ to determine fraud program



health

© 2020 PwC. All rights reserved. PwC refers to the PwC network and/or one or more of its member firms, each of which is a separate legal entity. Please see www.pwc.com/structure for further details. This content is for general information purposes only, and should not be used as a substitute for consultation with professional advisors