Disclaimer
The information utilised in this report was provided by African Bank, alBaraka Bank, Access Bank, Absa, Bidvest, Capitec Bank, CitiBank, Discovery Bank, First National Bank, Investec, Nedbank, PostBank, Sasfin; Standard Bank of South Africa, TymeBank, Annes, Brian Club, Virgin, Fiducia, WIC, CAS and our stakeholders. The statistics used in the report cover the period from 01 January to 31 December 2020. For the comparative analysis, the above-mentioned period was compared to that of 2019.

All calculations are based on the date that the fraudulent transaction occurred. All fraud losses mentioned in this booklet refer to gross fraud losses and do not relate to the net losses suffered by the banking industry. Fraud loss figures are rounded to the nearest R1 million, unless otherwise stated and therefore, the sum of the separate losses (for example per loss category/fraud types/provinces) may differ from the rounded loss reflected.

Terms of Use
This document serves to convey confidential information to a group of intended recipients and may not be circulated further without SABRIC’s express consent.

SABRIC provides no guarantee as to the accuracy, reliability, or completeness of the confidential information.

The intended recipient will:
1) use it fairly, lawfully, at his/her own risk and exclusively for crime risk mitigation purposes;
2) protect it by reasonable measures against loss, unauthorised access, use, modification and disclosure;
3) notify SABRIC of corrections; and
4) destroy the information if it no longer serves the said purpose.

The views and opinions expressed in this document or e-mail do not necessarily reflect the views and opinions of SABRIC.

SABRIC will not be liable for any damage or loss, relating to the use of the information, whether it arises out of contract or delict, and regardless of whether the possibility of such damage or loss was advised, or not and the intended recipient indemnifies SABRIC against any legal action in this regard.

Content
Executive Summary

2020 was a year like no other. The advent of the COVID-19, coupled with a depressed economy had a significant impact on the financial crime landscape.

Cash-in-transit (CIT) robberies increased by 22% from 244 incidents in 2019 to 297 incidents in 2020. Interestingly, these decreased significantly during lockdown Level 5 due to the visible presence of Law Enforcement, only to spike again once restrictions were lifted.

Digital crime incidents increased by 33% from 2019 to 2020 due to the massive shift in consumer buyer behaviour from physical retail stores to online retailers, providing cybercriminals with increased opportunities to defraud people. One of the ways criminals exploited this was through spoofed emails offering Personal Protective Equipment (PPE) like masks, sanitiser and vaccines. Links in these emails led people to phishing websites which prompted them for banking credentials, which were then harvested by criminals to transact without authority.

In the card space, credit card fraud decreased by 27% from 2019 to 2020 whereas debit card fraud increased by 22% for the same period. Financial uncertainty prompted people to use debit cards as opposed to buying on credit, as they were more comfortable spending money they already had. This, in conjunction with increased ecommerce activity created more opportunities for criminals.

SABRIC urges bank customers to be vigilant at ATMs, to not carry large amounts of cash and to never share confidential information like usernames, passwords, and PIN numbers. Finally, personal information like identity documents, driver’s licenses, passports, addresses and contact details must only be shared on a need-to-know basis to mitigate the risk of impersonation to commit fraud.

Qualification of information

The information utilised in this publication was provided by SABRIC members.

The statistics used in the report cover the period from 01 January to December 2019 and 2020.

The statistics contained in this publication may differ slightly from previous publications due to continuous reporting of information post-publication, the regular data verification processes SABRIC follows as well as ongoing investigations.

The information used was as follows:
For the comparative analysis, the above-mentioned period was compared to 2019.

All calculations are based on the date that the incident or fraudulent transaction occurred.

All violent crime losses mentioned in this publication refer to cash that was robbed or stolen and excludes cash that was recovered as well as other damages incurred.

All fraud losses mentioned in this publication refer to gross fraud losses.

Loss figures are rounded to the nearest R1 million, unless otherwise stated and therefore the sum of the separate losses (for example per loss category/fraud types) may differ from the rounded loss reflected.
The industry recorded a 24% decrease in associated robbery incidents during 2020 compared to 2019. The cash losses suffered during 2020 have decreased by 31% compared to 2019. The decrease in incidents can be attributed to improved visible policing resulting from COVID-19 lockdown regulations.

The sub-type **ATM before Deposit** incidents increased by 107% in 2020 when compared to 2019, however financial losses in the same category increased by 43%. The sub-type **Mutli** incidents decreased by 5% with financial losses increasing by 124%.

Generally, decreases in incidents and financial losses were due to the limited numbers of customers allowed into bank branches due to COVID-19 regulations. This resulted in customers being targeted before depositing cash from ATMs.

### Provincial Distribution - Incidents Per Year

#### Provinces

- **Gauteng**: 697 (2019), 521 (2020), decrease 25%
- **KwaZulu-Natal**: 66 (2019), 50 (2020), decrease 22%
- **Limpopo**: 73 (2019), 29 (2020), decrease 60%
- **Mpumalanga**: 31 (2019), 42 (2020), increase 35%
- **North West**: 14 (2019), 13 (2020), decrease 7%
- **Northern Cape**: 4 (2019), 4 (2020), no change
- **Western Cape**: 1144 (2019), 864 (2020), decrease 24%
- **Eastern Cape**: 54 (2019), 26 (2020), decrease 52%

### Sub-Type Comparison - Incidents Per Year

#### Sub-Types

- **Branch Before Deposit**: 140 (2019), 146 (2020), increase 4%
- **ATM After Withdrawal**: 409 (2019), 734 (2020), increase 82%
- **Branch After Withdrawal**: 2 (2019), 146 (2020), increase 73%
- **Inside Branch**: 31 (2019), 77 (2020), increase 150%
- **Other - Money Bomb**: 4 (2019), 0 (2020), decrease 100%
- **Other - Mutli**: 2 (2019), 0 (2020), decrease 100%
- **Other - Theft Outside Vehicle**: 3 (2019), 2 (2020), decrease 50%
- **Other - Determined by MO**: 4 (2019), 1 (2020), decrease 75%
- **Other - Competition Scam**: 0 (2019), 1 (2020), increase 100%

#### Losses

- **Total Losses**: 14,000,000 (2019), 12,000,000 (2020), decrease 17%
- **ATM Before Deposit**: 136,000,000 (2019), 29,000,000 (2020), decrease 80%
- **ATM After Withdrawal**: 690,000,000 (2019), 734,000,000 (2020), increase 6%
- **Branch After Withdrawal**: 1,000,000 (2019), 1,000,000 (2020), no change
- **Inside Branch**: 4,000,000 (2019), 4,000,000 (2020), no change
- **Other - Money Bomb**: 4,000,000 (2019), 4,000,000 (2020), no change
- **Other - Mutli**: 4,000,000 (2019), 4,000,000 (2020), no change
- **Other - Theft Outside Vehicle**: 4,000,000 (2019), 4,000,000 (2020), no change
- **Other - Determined by MO**: 4,000,000 (2019), 4,000,000 (2020), no change
- **Other - Competition Scam**: 4,000,000 (2019), 4,000,000 (2020), no change
Overall, there was a decrease of 9% in ATM attacks during 2020 with a decrease of 22% in the related losses. Most ATM attacks occurred in Gauteng, Limpopo, Mpumalanga, and the North West province.

**ATM attack – explosive** incidents increased by 20% during 2020. A significant shift that occurred during the year was an increase in the success rate of incidents. 54% of incidents in 2020 successful while only 40% of incidents in 2019 were successful. Through analysis, it was determined that suspects made use of more explosives or multiple explosions to breach safes.

**ATM attack – grinder** incidents decreased by 44%. This can be attributed to the effective monitoring of ATMs for signs of a grinding in progress, for example, a loss of signal along with prompt responses from reaction teams. The related cash losses decreased by 50% although the cash losses represented 27% of the overall losses.

During 2020, **ATM attack – cutting torch** incidents decreased by 19% where losses increased by 59%.

---

**PROVINCIAL DISTRIBUTION - INCIDENTS PER YEAR**

- **Gauteng**: 2019: 96, 2020: 117 (22% increase)
- **Limpopo**: 2019: 40, 2020: 46 (15% increase)
- **North West**: 2019: 11, 2020: 16 (45% increase)
- **Mpumalanga**: 2019: 66, 2020: 53 (-20% decrease)
- **KwaZulu-Natal**: 2019: 15, 2020: 6 (-60% decrease)
- **Western Cape**: 2019: 35, 2020: 23 (-34% decrease)
- **Eastern Cape**: 2019: 36, 2020: 19 (-47% decrease)
- **Northern Cape**: 2019: 2, 2020: 3 (50% increase)

---

**SUB-TYPE COMPARISON - INCIDENTS PER YEAR**

- **Burglary**: 2019: 35, 2020: 23 (-34% decrease)
- **Cutting Torch**: 2019: 16, 2020: 13 (-20% decrease)
- **Explosives**: 2019: 178, 2020: 214 (+20% increase)
- **Grinder**: 2019: 84, 2020: 47 (-44% decrease)
- **Theft**: 2019: 26, 2020: 2 (-92% decrease)
- **Tools**: 2019: 14, 2020: 22 (+57% increase)

---

**ATM ATTACK TREND**

- **Losses**: 2019: R4 500 000, 2020: R4 000 000 (-11% decrease)
- **Incidents**: 2019: 353, 2020: 321 (-9% decrease)
- **Poly. (Incidents)**: 2019: 50, 2020: 45 (-10% decrease)

---
Burglary - Banking Industry

During April 2020, shortly after Level 5 lockdown restrictions were implemented, burglary incidents decreased; however, when lockdown restrictions moved to Level 3 on the 1st of June 2020, burglary incidents started to increase. From August 2020 burglary incidents continued to increase. During 2020 burglary incidents increased by 12% and their associated cash losses by 23%. Perpetrators targeted cash and assets such as laptops, computers, vehicle registration documents and bank cards. The burglary of cash and assets at Post Office branches constituted most burglary incidents. This was attributed increased financial distress due to COVID-19 as well as the perception that Post Offices branches were storing cash for the dissemination of social relief funds. Additional security measures have been put in place in-branch to reduce their vulnerability to these attacks.
SABRIC CRIME STATISTICS 2020

### Banking Industry Robbery

Banking industry robbery incidents increased by 42% and losses by 67% from 2019 to 2020.

The robbery of cash and assets at Post Office branches constituted most robbery incidents. Again, criminals took advantage of COVID-19, disguising themselves as government officials and claimed they were dispatched to conduct COVID-19 compliance inspections to gain access and rob the branch. It is believed that additional security measures will mitigate these robberies.

Perpetrators also targeted valuables such as laptops, bank cards, and vehicle registration documents.

#### PROVINCIAL DISTRIBUTION - INCIDENTS PER YEAR

<table>
<thead>
<tr>
<th>Province</th>
<th>2019</th>
<th>2020</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gauteng</td>
<td>14</td>
<td>24</td>
<td>71%</td>
</tr>
<tr>
<td>KwaZulu-Natal</td>
<td>19</td>
<td>33</td>
<td>74%</td>
</tr>
<tr>
<td>Limpopo</td>
<td>15</td>
<td>51</td>
<td>240%</td>
</tr>
<tr>
<td>Mpumalanga</td>
<td>19</td>
<td>33</td>
<td>74%</td>
</tr>
<tr>
<td>North West</td>
<td>14</td>
<td>16</td>
<td>-11%</td>
</tr>
<tr>
<td>Northern Cape</td>
<td>18</td>
<td>18</td>
<td>0%</td>
</tr>
<tr>
<td>Free State</td>
<td>22</td>
<td>22</td>
<td>0%</td>
</tr>
<tr>
<td>Eastern Cape</td>
<td>194</td>
<td>275</td>
<td>42%</td>
</tr>
<tr>
<td>Western Cape</td>
<td>42</td>
<td>49</td>
<td>17%</td>
</tr>
<tr>
<td>Grand Total</td>
<td>194</td>
<td>275</td>
<td>42%</td>
</tr>
</tbody>
</table>

#### ROBBERY TREND

<table>
<thead>
<tr>
<th>Year</th>
<th>Incidents</th>
<th>Losses</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019</td>
<td>11 121</td>
<td>11 121</td>
</tr>
<tr>
<td>2020</td>
<td>16 325</td>
<td>16 325</td>
</tr>
</tbody>
</table>

#### CONTACT CRIME

### Robbery - Banking Industry

Robbery - Banking Industry

Banking industry robbery incidents increased by 42% and losses by 67% from 2019 to 2020.

The robbery of cash and assets at Post Office branches constituted most robbery incidents. Again, criminals took advantage of COVID-19, disguising themselves as government officials and claimed they were dispatched to conduct COVID-19 compliance inspections to gain access and rob the branch. It is believed that additional security measures will mitigate these robberies.

Perpetrators also targeted valuables such as laptops, bank cards, and vehicle registration documents.
Robbery - Cash in Transit

Overall, CIT robbery incidents increased by 22% from 244 incidents in 2019 to 297 incidents in 2020. However, it must be noted that cash-in-transit (CIT) robberies decreased significantly due to the Level 5 lockdown in April and May. This was due to visible policing, which was very effective, making it difficult to commit a CIT robbery.

When lockdown restrictions were lifted to Level 3 in June, CIT incidents suddenly spiked with 40 incidents reported during August 2020 and December 2020. This increase can be attributed to criminals making up for lost cash opportunities with the lifting of movement restrictions.

Gauteng remained the province with the highest number of reported CIT robbery incidents (46%) followed by the Eastern Cape (12%).

SABRIC CRIME STATISTICS 2020

CONTACT CRIME

PROVINCIAL DISTRIBUTION - INCIDENTS PER YEAR

PROVINCIAL DISTRIBUTION

SUB-TYPE COMPARISON - INCIDENTS PER YEAR
Digital Banking Fraud

Social engineering (phishing, vishing and SMishing) continue to be the primary method employed by criminals when targeting victims across the digital channels. These methods can be used in combination with one another, or as one component within a broader technique. Although the COVID-19 pandemic did not have a significant and direct, long-term effect on Digital Banking Fraud reported to SABRIC, it did affect the landscape in various ways. The large-scale move to remote working lead to unprecedented technical vulnerabilities related to network security and the uptake of online collaboration platforms. Social vulnerabilities resulting from fear and confusion caused by the pandemic and adjusting to lock downs were also exploited by criminals. The COVID-19 lockdown itself resulted in an increased uptake and use of the digital banking channels by the public as they were limited in their ability to visit a physical branch.

Banking APP

Despite the overall decrease in reported incidents on the channel, during 2020 a significant increase in Bank App fraud as a result of cell phone snatching was recorded. It is important to note that there have been no reports where the banking app software was compromised to commit the fraud. Although there are various methods and techniques used in the cell phone snatching MO, the correct credentials are used to access the app. These credentials may have been previously compromised through social engineering methods, such as shoulder surfing or phishing, however, in many cases, the credentials were compromised through vulnerabilities in the management of such information. For example, the credentials were saved elsewhere on the device or the same username and password were used across multiple apps. An increase in the number of incidents involving SIM swops was reported in 2020 with 26.11% (2 684) as compared to 8% (855) in 2019.
Online Banking

Fraud on the Online channel makes up the smallest portion of incidents of Digital Banking Crime, accounting for 11.1% of reported incidents, however, it accounts for the highest portion (45.1%) of gross losses. This may be indicative of multiple transactions occurring in one instance of fraud as well as the higher value of the fraudulent transactions. Social engineering, specifically phishing and vishing, remains the most common method of obtaining banking login credentials. Phishing makes use of emails to trick the victim into entering their log in credentials by directing them to a “spoofed” website which is designed to look legitimate. Vishing, which has been reported to have significantly increased during 2020, involves criminals making telephone calls to potential victims, purporting to be from the bank and convincing them to compromise their details. In some cases, vishing is used once the criminals have access to the victims account as an additional step in order to deceive the victim into providing them with the verification token (OTP or RVN) required to complete a transaction. Although COVID-19 did not directly lead to a significantly higher number of social engineering (phishing and vishing) attacks reported by the banking industry, the content used within these methods shifted drastically towards the virus, associated lockdowns, remote working, personal protective equipment, and vaccinations to name a few. The shift in content and taking advantage of the vulnerabilities related to the unprecedented time may have led to higher success rates of such attacks.

Mobile Banking

Mobile Banking fraud accounted for 59.7% of Digital Banking Crime incidents reported to SABRIC in 2020, however, only 14.8% of the gross losses. Fraud on the Mobile Banking channel is characterised by a high volume of lower value transactions.

SIM swops were reported in 92.7% (19 537) of Mobile Banking fraud incidents reported in 2020 and is the most commonly used modus operandi for committing crime on this channel. The increased ability of criminals to carry out SIM swops may account for the significant increase in incidents (67.6%) and gross losses (62.1%).

Known-party or “friendly” fraud was also a commonly reported MO on the Mobile Banking channel during 2020. In this type of fraud, an individual known to the victim (such as family member or colleague) and who is in close proximity to the victim and/or their device, is able to access the device and conducts transactions without the victim’s knowledge on the Mobile Banking platform. The cash out method of this MO usually consists of purchasing airtime or electricity and instant cash sending facilities.

INCIDENTS

<table>
<thead>
<tr>
<th>Year</th>
<th>Incidents</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019</td>
<td>3 304</td>
<td>-19%</td>
</tr>
<tr>
<td>2020</td>
<td>3 943</td>
<td></td>
</tr>
</tbody>
</table>

LOSS

<table>
<thead>
<tr>
<th>Year</th>
<th>Loss</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019</td>
<td>R171 705 112</td>
<td>-19%</td>
</tr>
<tr>
<td>2020</td>
<td>R139 786 621</td>
<td></td>
</tr>
</tbody>
</table>

SIM SWOP INCIDENTS

<table>
<thead>
<tr>
<th>Year</th>
<th>Incidents</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019</td>
<td>201</td>
<td>6.08%</td>
</tr>
<tr>
<td>2020</td>
<td>64</td>
<td>84.21%</td>
</tr>
</tbody>
</table>

MOBILE BANKING FRAUD

Gross Losses (R)

<table>
<thead>
<tr>
<th>Year</th>
<th>Incidents</th>
<th>Loss</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019</td>
<td>12 575</td>
<td>R28 245 984</td>
<td>67.66%</td>
</tr>
<tr>
<td>2020</td>
<td>21 083</td>
<td>R45 786 257</td>
<td>62.10%</td>
</tr>
</tbody>
</table>

Gross Losses (R)

<table>
<thead>
<tr>
<th>Year</th>
<th>Incidents</th>
<th>Loss</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019</td>
<td>10 590</td>
<td>R5 000 000</td>
<td>6.08%</td>
</tr>
<tr>
<td>2020</td>
<td>19 537</td>
<td>R4 500 000</td>
<td>92.67%</td>
</tr>
</tbody>
</table>
Financial Crime Overview: Credit & Debit 2019 & 2020

DEBIT & CREDIT CARD FRAUD LOSSES:
All Fraud Types - All Countries

<table>
<thead>
<tr>
<th>Year</th>
<th>GROSS FRAUD (CREDIT &amp; DEBIT)</th>
<th>2019</th>
<th>2020</th>
<th>Decrease</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>R1 067 558 933</td>
<td>R989 969 327</td>
<td>7.2% decrease</td>
</tr>
<tr>
<td></td>
<td>CREDIT</td>
<td>R656 353 861</td>
<td>R469 446 466</td>
<td>28.4% decrease</td>
</tr>
<tr>
<td></td>
<td>DEBIT</td>
<td>R411 205 072</td>
<td>R520 522 860</td>
<td>26.5% increase</td>
</tr>
</tbody>
</table>

DEBIT & CREDIT CARD FRAUD LOSSES:
All Fraud Types - South Africa Only

<table>
<thead>
<tr>
<th>Year</th>
<th>GROSS FRAUD (CREDIT &amp; DEBIT)</th>
<th>2019</th>
<th>2020</th>
<th>Decrease</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>R436 288 310</td>
<td>R418 030 813</td>
<td>4.1% decrease</td>
</tr>
<tr>
<td></td>
<td>CREDIT</td>
<td>R231 766 715</td>
<td>R168 383 287</td>
<td>27.3% decrease</td>
</tr>
<tr>
<td></td>
<td>DEBIT</td>
<td>R204 521 596</td>
<td>R249 647 526</td>
<td>22% increase</td>
</tr>
</tbody>
</table>

Total gross fraud losses for South African issued cards decreased by 7.2% from 2019 (R1.06bn) to 2020 (R989.9m).

Gross fraud losses on South African issued credit cards amounted to R469.4m in 2020, a decrease of 28.4% when compared to 2019 (R656.3m).

Gross fraud losses on South African issued debit cards amounted to R520.5m in 2020, a 26.5% increase when compared to 2019 (R411.2m).

During the COVID-19 lockdown restrictions, consumer buyer behaviour shifted to online platforms. In addition, debit cards were enabled for online purchases, creating new opportunities for scammers to steal card information from bank customers. Reports received from the banking industry indicated increases in various phishing and OTP vishing scams where fraudsters used social engineering to obtain customer bank detail information.

Fraudsters were limited in their ability to harvest credit card details nationally and internationally as a result of travel restrictions due to COVID-19, for a number of months in 2020.
In 2020 62.8% of fraud on South African issued credit cards took place outside South Africa while 50.9% of South African issued debit card fraud took place within South Africa.

Below are the top countries where reported fraud took place using a South African issued debit or credit card.
In 2020 Card Not Present (CNP) fraud amounted to 79.9% of gross fraud losses on South African issued credit cards, followed by Lost and/or Stolen (8.7%) and Counterfeit (5.8%) fraud. Card Not Present fraud decreased by 7.8% when compared to 2019.

Although the percentage (8.7%) of Lost and/or Stolen fraud, compared to CNP fraud was small, it was a significant increase (106.9%) compared to 2019.

In 2020 Card Not Present fraud with a debit card amounted to 53.7%, followed by Lost and Stolen (37.3%) and Counterfeit (7.6%).

Card Not Present fraud increased by 40.9% when compared to 2019, and remained a concern as online transactions continued to increase.

Card theft or swopping at ATMs, which is directly linked to Lost and/or Stolen card fraud, remained a prominent crime during 2020 and increased by 24.7%.

Although the Rand value for False Application (R4.8m) and Not Received Issued (R484 983) is significantly lower than other fraud types, there were substantial increases (269.3% and 74.4% respectively) when compared to 2019.

The ongoing COVID-19 pandemic drove bank customers onto digital platforms where they utilised debit cards for online purchases, making them vulnerable to scams like phishing and OTP vishing where they unknowingly provided their banking details.

Fraudsters used various modi operandi at ATMs, including claiming it a COVID-19 regulation that customers sanitise their hands and their bank cards, making it possible for them to get hold of the card and then shoulder surf the PIN after the card was swopped or stolen. Reports from the banking industry also indicated that fraudsters used violence when approaching ATM customers to rob them of their cards.

In 2020 69.3% of CNP credit card fraud occurred abroad. Prominent merchant groups were:
- Professional Services
- Business Services
- Hotels
- Computers
- Digital Goods (Games)

In 2020 71.8% of CNP debit card fraud occurred abroad. Prominent merchant groups were:
- Foreign Currency Agency
- Security Brokers and Dealers
- Professional Services
- Telecommunications Services
- Computers

Although COVID-19 brought with it a myriad of restrictions, it increased the number of online shoppers. Unfortunately, new and inexperienced online shoppers were vulnerable to fraudsters who used social engineering tactics to manipulate people into divulging their banking details.
### Lost and/or Stolen

<table>
<thead>
<tr>
<th>Year</th>
<th>Credit Card</th>
<th>Debit Card</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019</td>
<td>R19 810 753</td>
<td>R154 803 280</td>
</tr>
<tr>
<td>2020</td>
<td>R40 987 209</td>
<td>R193 081 848</td>
</tr>
</tbody>
</table>

- **Credit Card**: 106.9% increase
  - Lost and/or Stolen as % of Gross Fraud Loss: 8.7%
- **Debit Card**: 24.7% increase
  - Lost and/or Stolen as % of Gross Fraud Loss: 37.1%

In 2020 63.2% of Lost and/or Stolen credit card fraud occurred in South Africa. Prominent merchant groups were:
- Tollgates
- ATMs
- Supermarkets
- Computers
- Miscellaneous & Specialty Retail Stores

17.8% of the gross fraud losses on Lost and/or Stolen cards took place at tollgates and 17.0% at ATMs.

In 2020 79.9% of Lost and/or Stolen debit card fraud occurred in South Africa. Prominent merchant groups were:
- ATMs
- Tollgates
- Supermarkets
- Business Services
- Liquor Stores

53.8% of gross fraud losses on Lost and/or Stolen debit cards were ATM withdrawals.

### Counterfeit

<table>
<thead>
<tr>
<th>Year</th>
<th>Credit Card</th>
<th>Debit Card</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019</td>
<td>R37 279 059</td>
<td>R45 744 586</td>
</tr>
<tr>
<td>2020</td>
<td>R27 092 365</td>
<td>R39 511 486</td>
</tr>
</tbody>
</table>

- **Credit Card**: 27.3% decrease
  - Counterfeit as % of Gross Fraud Loss: 5.8%
- **Debit Card**: 13.6% decrease
  - Counterfeit as % of Gross Fraud Loss: 7.6%

In 2020 52% of Counterfeit credit card fraud occurred in South Africa. Prominent merchant groups were:
- Tollgates
- Miscellaneous & Specialty Retail Stores
- ATMs
- Supermarkets
- Service Stations

In 2020 64.8% Counterfeit debit card fraud occurred in South Africa. Prominent merchant groups were:
- ATMs
- Supermarkets
- Local Commuter Passenger Transportation
- Miscellaneous & Specialty Retail Stores
- Service Stations

21.4% off the gross fraud losses on Counterfeit debit cards took place at ATMs and 15.8% at supermarkets.
### False Applications

#### Credit Card

<table>
<thead>
<tr>
<th>Year</th>
<th>Amount</th>
<th>% Decrease</th>
<th>% of Gross Fraud Loss</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019</td>
<td>R180 943 605</td>
<td>88.4%</td>
<td>4.5%</td>
</tr>
<tr>
<td>2020</td>
<td>R21 048 212</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2019 - 2020: 88.4% decrease
False Applications as % of Gross Fraud Loss: 4.5%

#### Debit Card

<table>
<thead>
<tr>
<th>Year</th>
<th>Amount</th>
<th>% Increase</th>
<th>% of Gross Fraud Loss</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019</td>
<td>R1 321 487</td>
<td>269.3%</td>
<td>0.9%</td>
</tr>
<tr>
<td>2020</td>
<td>R4 880 067</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2019 - 2020: 269.3% increase
False Applications as % of Gross Fraud Loss: 0.9%

#### Fraud by Location

**Credit Card**
- **South Africa**: 67%
- **Abroad**: 33%

**Debit Card**
- **South Africa**: 48.9%
- **Abroad**: 51.1%

**Fraud by Merchant Group**

#### Credit Card

**Prominent merchant groups for credit card fraud**: 
- ATMs
- Miscellaneous Personal Services
- Foreign Currency Agency
- Service Stations
- Tollgates

**Fraud Online**: 21.2% gross fraud losses on False Application debit cards were online transactions linked to the merchant group, Business Services.

#### Debit Card

**Prominent merchant groups for debit card fraud**: 
- Business Services
- Recreational Facilities
- ATMs
- Supermarkets
- Restaurants

**Other**

#### ATM vs POS

- **Credit Card**: 
  - ATM: 3.7% of fraud
  - POS: 96.3% of fraud

- **Debit Card**: 
  - ATM: 23.7% of fraud
  - POS: 76.3% of fraud

Transactions at Point of Sale (POS) devices amounted to 96.3% of credit card fraud when compared to withdrawals at an ATM.

Debit card fraud at ATMs amounted to 23.7% of gross fraud losses when compared to POS (76.3%) transactions.
International Perspective

**CREDIT CARD**

Card Not Present, Counterfeit and Lost and/or Stolen fraud were prominent in the countries mentioned below.

- **Card Not Present (CNP)**
  - United States
  - Ireland
  - United Kingdom
  - Nigeria
  - Luxembourg
  - India
  - Germany
  - Australia
  - Canada
  - Indonesia

- **Counterfeit (CTF)**
  - United States
  - India
  - United Kingdom
  - Zambia
  - Ireland
  - Brazil
  - Luxembourg
  - Nigeria
  - Egypt
  - France

- **Lost and/or Stolen (L&S)**
  - United States
  - Indonesia
  - Ireland
  - United Kingdom
  - Brazil
  - France
  - Germany
  - Luxembourg
  - Australia
  - Netherlands

**DEBIT CARD**

Card Not Present, Counterfeit and Lost and/or Stolen fraud were prominent in the countries mentioned below.

- **Card Not Present (CNP)**
  - United Kingdom
  - United States
  - Ireland
  - Luxembourg
  - Nigeria
  - India
  - Cyprus
  - Canada
  - Australia
  - Bhutan

- **Counterfeit (CTF)**
  - Zambia
  - United Kingdom
  - United States
  - India
  - Cuba
  - Ireland
  - DRC
  - Luxembourg
  - Indonesia
  - Canada

- **Lost and/or Stolen (L&S)**
  - Indonesia
  - United Kingdom
  - Australia
  - United States
  - Italy
  - Nigeria
  - Ireland
  - Cyprus
  - Canada
  - Luxembourg
2020 saw Gauteng most affected by credit card fraud (58.3%), followed by the Western Cape (23.8%) and KwaZulu-Natal (6%).

Card Not Present (65.2%) fraud transactions with a credit card were prominent in South Africa during 2020.

The top three provinces affected by debit card fraud during 2020 were Gauteng (45%), the Western Cape (16%) and KwaZulu-Natal (11.9%).

58.4% of fraudulent transactions in South Africa took place with a Lost and/or Stolen debit card.