

Card Alert Service: Product Update

Stay Informed

Please ensure the contact information for your organization is up-to-date to guarantee you're receiving Card Alert reports. To verify or update your information, please visit fico.com/en/card-alert-service-form.

DID YOU KNOW?

Card Alert sent nearly

700

CCRs with almost

68,000

compromised cards in the first quarter of 2025



Debit Card Skimming on the Rise in Q1 2025

In the last quarterly update, we noted that the second half of 2024 was showing significant increases in debit card skimming activity compared to the first half of the year. The first quarter of 2025 shows no signs of criminal activity slowing down, with striking increases in year-over-year results.

Based on this trend, it is as important as ever for financial institutions to remain diligent in fraud prevention efforts, and customers expect their institutions to protect them. A 2024 [FICO survey](#) reported that having better fraud detection systems was the number one action respondents said a bank could take to protect their customers.

There are several ways you can continue and improve the fight against fraud:

1. *Take action:* Immediately work CCRs to minimize potentially fraudulent activity.
2. *Monitor equipment:* Regularly inspect ATMs for signs of tampering and report to law enforcement and Card Alert representatives if found. Utilize video surveillance where possible.
3. *Utilize information:* Consider ATM location and out-of-area transactions. In the first quarter, over 80% of compromise events were found at non-bank ATMs. Pay close attention to balance inquiries prior to withdrawals and non-PIN-based transactions.
4. *Use a multi-layered approach:* Employ monitoring systems, risk-based strategies, advanced analytics, and customer communications in determining if a transaction is legitimate, potentially fraudulent, or the result of a scam.
5. *Deploy fraud checks:* Criminals target more than ATMs; they employ scams and other tactics to defraud consumers. FICO recommends channel-based strategies prior to authorizing any purchase or payment transaction.

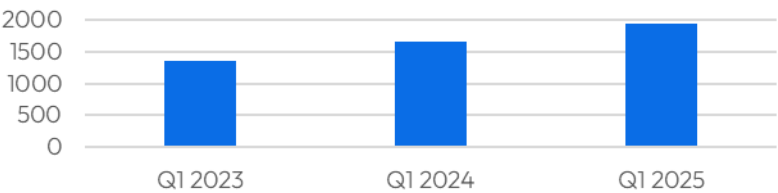
Preliminary Trends in 2025

While 2024 saw modest improvement in overall results, the first quarter of 2025 is showing alarming increases across all areas, including the number of compromise events, total compromised cards, and the number of financial institutions impacted. Alongside the increases, the Card Alert team is seeing a shift toward more non-bank ATMs being compromised. About 60% of compromised events occurred at non-bank ATMs in the first quarter of 2024, increasing to 73% for all of 2024. In the first quarter of 2025, 84% of compromise events occurred at non-bank ATMs. The team is also seeing an increase in repeated compromises at the same terminals.

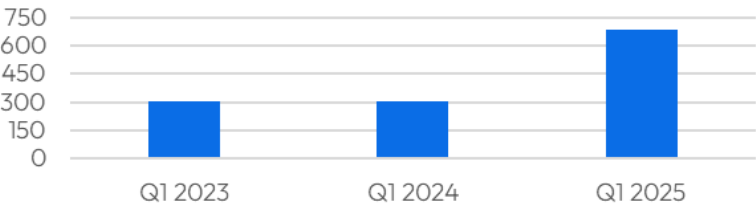
Q1 2025 Results Showing Significant Upswing

The results for the first quarter of 2025 highlight a surge in criminal activity. The number of FI's receiving a CCR is up 28% and the number of compromised debit cards is up 48% year-over-year while compromise events (as shown in CCRs) are up a staggering 123% year-over-year.

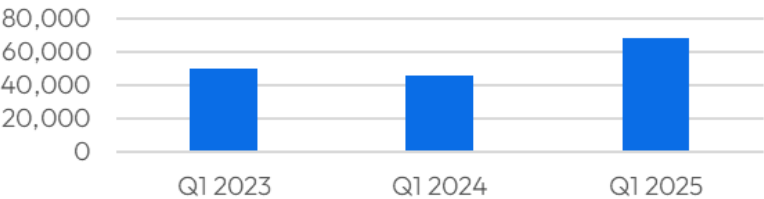
FI's Receiving CCRs, Q1 Year over Year



Compromised Card Reports, Q1 Year over Year



Compromised Debit & ATM Cards, Q1 Year over Year



Take Action

 Card Alert sends two types of reports: Suspect Reports and Compromised Card Reports.

Respond back to the Card Alert team as quickly as possible for all Suspect Reports. These actions help our investigations.

Reduce potential losses by acting upon the Compromised Card Reports, which contain cards confirmed to be associated with a POC and are most at-risk for fraud.

Report Unauthorized Withdrawals

If your customers report unauthorized ATM withdrawals, please notify the Card Alert team.



Contact Card Alert

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