transactconnect
everything payments

PAYMENTS FRAUD:
DETECTION, PREVENTION AND RESPONSE ACROSS THE PAYMENTS ECOSYSTEM

DETECT. PREVENT. RESPOND. PROTECT TRUST.

COURSE OBJECTIVE

Equip payments professionals across support, risk, compliance, operations, fraud management, and commercial functions with the practical knowledge and operational capability required to identify, prevent, detect, investigate, and respond to fraud across modern payment environments.

- **DETECT** suspicious behaviour earlier
- **STRENGTHEN** fraud prevention and monitoring controls
- **RESPOND** effectively to fraud incidents and events
- **REDUCE** operational, financial and reputational risk
- **SUPPORT** safer growth across digital payments ecosystems

TARGET AUDIENCE

- Payments support teams
- Fraud & risk analysts
- Compliance professionals
- Merchant support & onboarding teams
- Product & operations teams
- Sales (for fraud-aware solution positioning)
- Payments sales executives & business development professionals
- Customer success & partnership managers
- Banking & financial services professionals transitioning into payments sales
- Tech vendors & channel partners in the payments ecosystem
- Professionals responsible for merchant growth, revenue expansion, and solution adoption
- Anyone seeking to build advanced consultative sales capabilities within payments

VALUE PROPOSITION

FOR PARTICIPANTS

- Comprehensive understanding of fraud risks across card, digital, mobile, online, and account-based payments.
- Identify fraud patterns, indicators, anomalies, and operational red flags.
- Practical knowledge of fraud prevention controls, monitoring, and security technologies.
- Understand emerging fraud trends and fraudster attack methods.
- Respond confidently to incidents, disputes, chargebacks and escalations.
- Investigate fraud issues and support incident response effectively.
- Understand compliance, CX, and regulatory expectations related to fraud.
- Strengthen professional credibility and career progression in payments & fintech.

FOR INSTITUTIONS

- Strengthen fraud awareness and risk management across all teams.
- Reduce financial losses, operational disruption and reputational damage.
- Improve fraud detection, monitoring, escalation and incident response.
- Manage fraud risks across all payment channels effectively.
- Improve cross-functional coordination between fraud, risk, compliance, operations, support, product and commercial teams.
- Build stronger fraud prevention culture and accountability.
- Enhance customer confidence and merchant protection.
- Improve readiness for fraud incidents, audits, investigations and regulatory engagement.
- Build resilient operations for sustainable growth in digital payments.

COURSE MODULES

01 Module 1: Foundations of Payments Fraud
- What is Payments Fraud?
- Fraud vs Disputes vs Operational Errors
- Why Payments Fraud is Increasing
- Impact of Fraud
- Fraud Across the Ecosystem
- Key Terminology & Concepts

02 Module 2: Fraud Types Across Payment Channels
- Card-Present Fraud
- Card-Not-Present (CNP) Fraud
- Account Takeover (ATO)
- Authorised Push Payment (APP) Fraud
- Friendly Fraud vs True Fraud
- Merchant Fraud
- Digital Wallet & Mobile Payment Fraud

03 Module 3: Fraud Actors & Attack Methods
- Fraudster Profiles
- Social Engineering Techniques
- Credential Theft & Data Breaches
- Malware, Bots, and Automation
- SIM Swap Fraud
- Fraud Attack Lifecycle (Recon → Exploit → Monetise)

04 Module 4: Fraud Detection & Monitoring
- Transaction Monitoring Fundamentals
- Rule-Based Detection
- Machine Learning Detection
- Fraud Indicators
- Risk Scoring Models
- Real-Time vs Post-Transaction Monitoring
- False Positives vs False Negatives

05 Module 5: Fraud Prevention Strategies
- Preventative Controls Across the Lifecycle
- Merchant Onboarding & Due Diligence
- Transaction Controls (Limits, Velocity checks)
- Layered Security
- Fraud Prevention vs CX Trade-offs
- Defence in Depth

06 Module 6: Authentication & Security Technologies
- Strong Customer Authentication (SCA)
- 3D Secure (3DS1 vs 3DS2)
- Tokenisation
- Encryption & Secure Data Handling
- Biometrics & Behavioural Authentication
- Device Fingerprinting

07 Module 7: Chargebacks, Disputes & Liability
- What is a Chargeback?
- Chargeback Lifecycle
- Fraud vs Non-Fraud Disputes
- Liability Shifts (e.g., 3DS)
- Scheme Rules & Reason Codes
- Representment & Evidence Handling

08 Module 8: Fraud Operations & Incident Management
- Incident Identification & Classification
- Incident Response Workflow
- Escalation Procedures
- Communication During Incidents
- Working with Issuers, Schemes & Law Enforcement
- Post-Incident Review & Root Cause Analysis

09 Module 9: Regulatory & Compliance Considerations
- Overview of Regulatory Bodies
- Key Legislation (FICA, POPIA)
- AML vs Fraud – Differences & Overlaps
- Reporting Obligations (STRs)
- Data Protection in Fraud Management
- Compliance Failures & Penalties

10 Module 10: Merchant & Customer Risk Management
- High-Risk Merchant Categories
- Merchant Behaviour Monitoring
- Customer Risk Profiling
- Red Flags in Support Interactions
- Fraud Prevention in Customer Support
- Educating Merchants & Customers

11 Module 11: Emerging Fraud Trends
- AI-Driven Fraud & Deepfakes
- Social Engineering Evolution
- Crypto & Digital Asset Fraud
- Cross-Border Fraud Challenges
- Fraud-as-a-Service (FaaS)
- Future of Fraud Prevention

12 Module 12: Building a Fraud-Aware Organisation
- Fraud Risk Strategy Development
- Roles & Responsibilities
- Fraud KPIs & Reporting Dashboards
- Embedding Fraud Awareness in Culture
- Collaboration Between Risk, Support & Compliance
- Continuous Improvement Frameworks

KEY OUTCOMES

- Stronger Fraud Prevention
- Better Detection & Monitoring
- Faster Response to Incidents
- Lower Risk Exposure
- Higher Customer Trust
- Sustainable Growth

PRACTICAL Real-world scenarios and case examples

EXPERT LED Industry experts and practitioners

INTERACTIVE Engaging activities & assessments

APPLY IMMEDIATELY Tools & frameworks you can use on the job

CERTIFICATE of completion

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