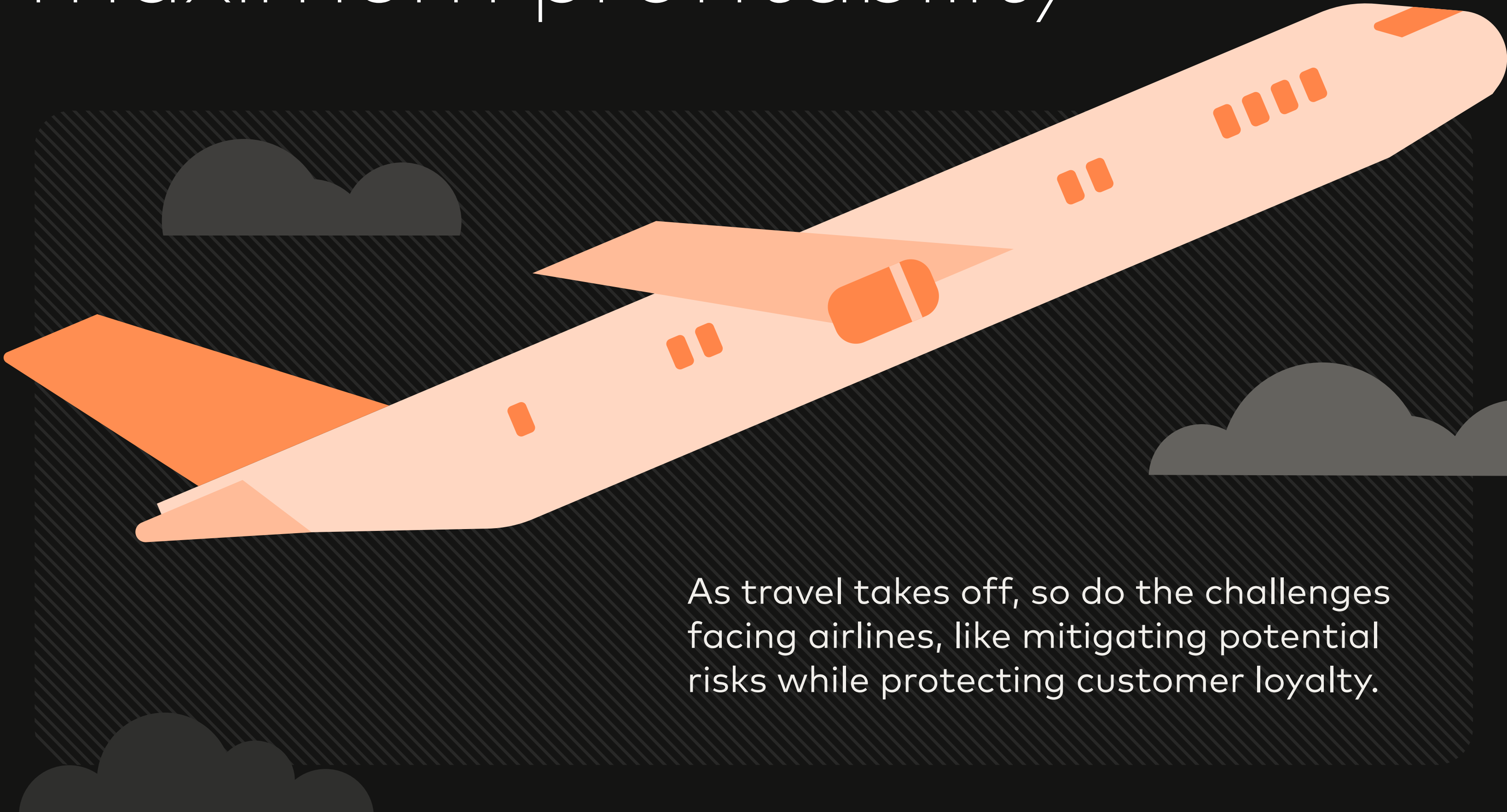


Navigation for maximum profitability



As travel takes off, so do the challenges facing airlines, like mitigating potential risks while protecting customer loyalty.

Soaring growth in travel and leisure

Travel is rebounding

\$9.8b

estimated global profits in 2023 which is more than double the previous forecast of \$4.7b.¹

1. Airlines profitability outlook strengthens. iata. 2023.

Leisure and flight bookings up

9.4b

airline passengers estimated in 2024- surpassing the 2019 volume of 9.2b.²

2. Airports Council International, Quarterly assessment, Q3 2023.

Increased spending on experiences

45%

of consumers are allowing a higher travel budget in 2023 than they spent in 2022.³

3. Forbes Advisors, survey to 1,000 Americans, 2023.



Increased opportunity brings increased risks

Cost of fraud

\$7.1b

Airlines lost over \$7.1b to fraud in 2021, which is equivalent to the global average cost of 24,000 flight tickets.⁴

4. Fraugster, Payment Intelligence Report, 2022.

Chargeback growth

50%

increase in chargebacks on average for airlines over the past few years.⁵

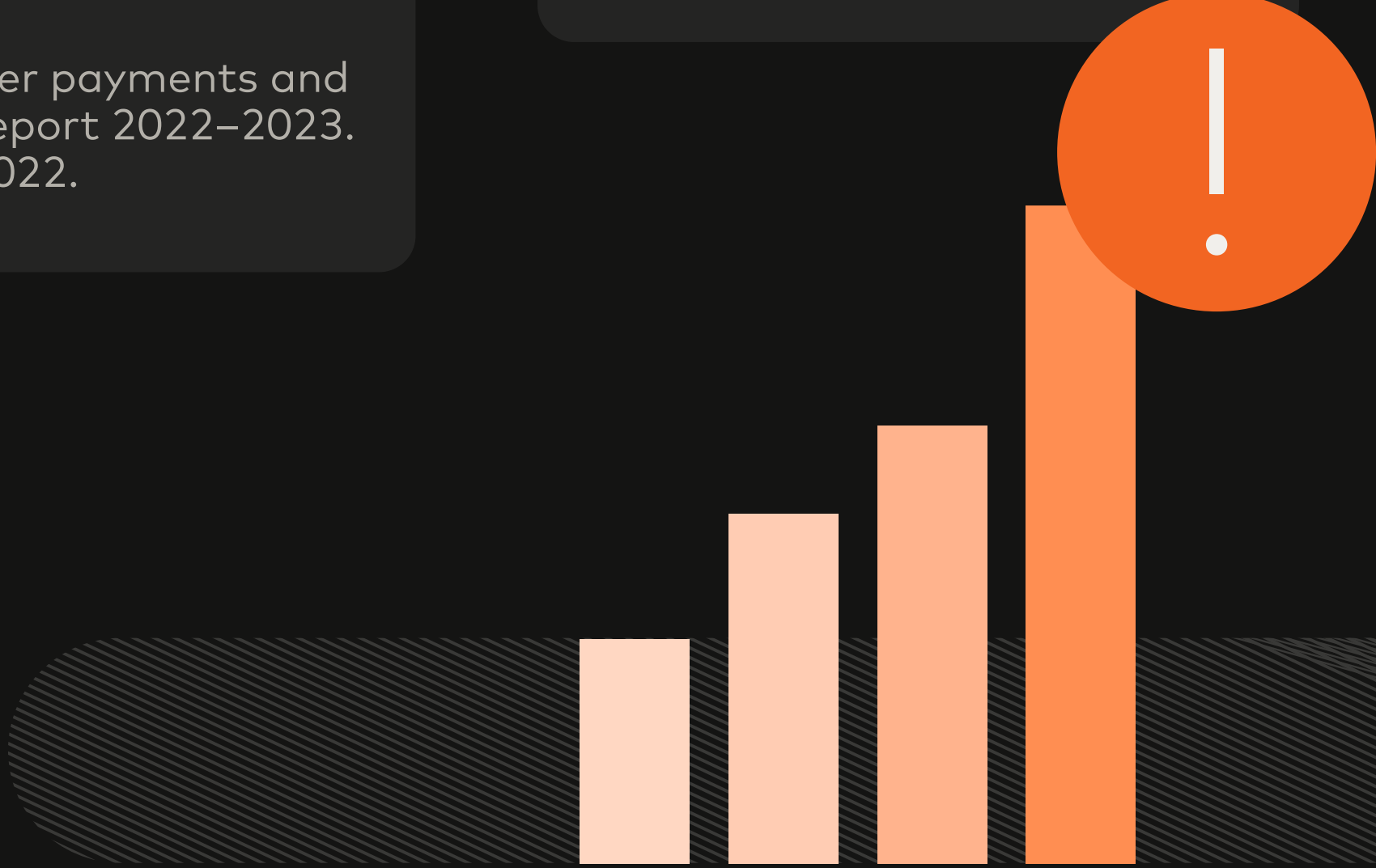
5. Cross-border payments and ecommerce report 2022-2023. The payers. 2022.

Risk spans to include cyber

\$1b

annual losses from fraudulent websites alone⁶, with a 530% rise in cybercrime incidents for the airline industry.

6. Aviation under attack: think paper #12 eurocontrol eatm-cert services. 2021.

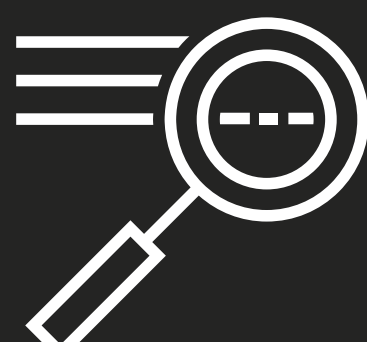


We can help you navigate risk and avoid fraud

Intelligent customer identification
can reduce fraud across an account lifecycle – ensuring an end-to-end seamless digital experience for your customers

Simple and transparent dispute management
can help protect business revenues – resulting in greater customer satisfaction

Proactive cyber monitoring
can help you anticipate risks and adapt rapidly – safeguarding customer trust and your business



To learn more about how we can help you navigate to maximize profitability, visit b2b.mastercard.com/travel-industry-solutions