Fraud Matters United States



Research commissioned on behalf of Shell to uncover the commercial vehicle industry's views on fuel-related fraud

1) U.S. fleet managers believe fuel-related fraud is a serious issue 2) And both consider fuel for personal use to be the most costly and recognize that tightening their practices could create major and frequent activity savings. Fleet drivers agree **U.S. Fleet U.S. Fleet** 1) Loyalty benefits for personal use 44% 2) Siphoning fuel drivers 30% managers 3) Negligent driver behavior 32% 4) Abuse of genuine card done by drivers 30% 5) Account hacking 26% 10% 2 in 5 **Occurring** have seen or more another frequently driver act fraudulenly 44% a big 57% issue a big managet issue 1) Siphoning fuel 2% 2) Account hacking 12% 40% 3) Card cloning 10% 4% a small 4) Loyalty benefits for personal use 4% 5) Paying for fuel with cash 0% issue a small **Costing the** or more most money



15%

Lack of driver awareness/education

Say

Graph of fleet managers

4) But unfortunately few are able to provide training due to a lack of time and money

16% not an



5) So the latest information doesn't make its way from the office to the drivers

72%
44%
understand latest fuel related fraud trends and issues

6) How can Shell help you combat fraud?



Pin protected cards which allow secure transactions



Dedicated team of security experts constantly reviewing transactions



24/7 real-time fraud alerts, card blocking, secure invoicing