



Survey Result

GAFPG – Survey results

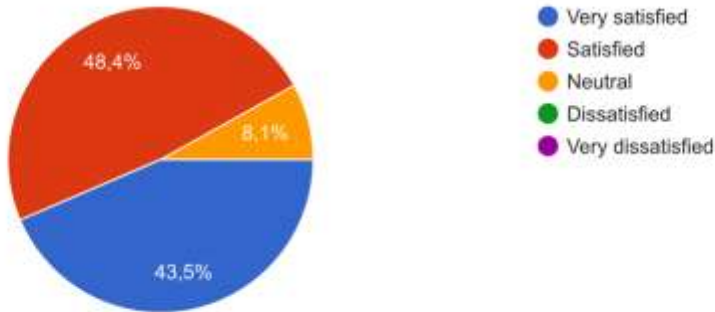
Part 1

Operational Effectiveness & Content Relevance



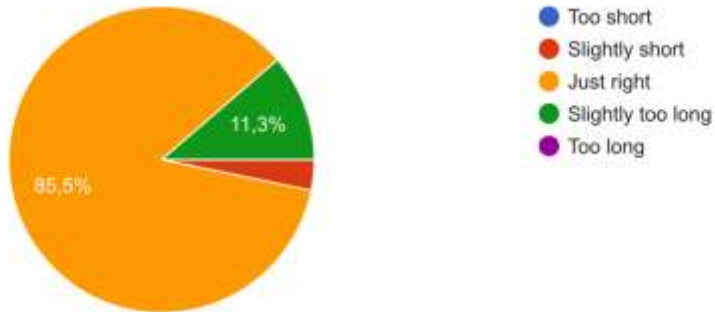
How satisfied are you with the current monthly meeting format?

62 réponses



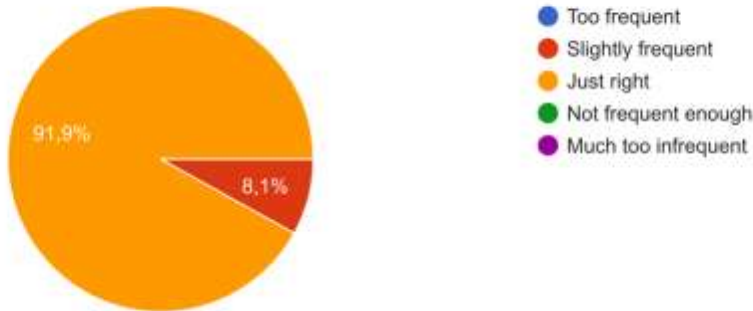
How would you rate the duration of the meetings?

62 réponses



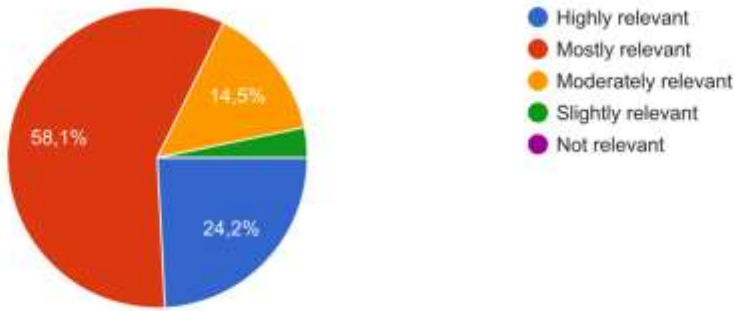
How do you find the frequency of meetings (monthly)?

62 réponses



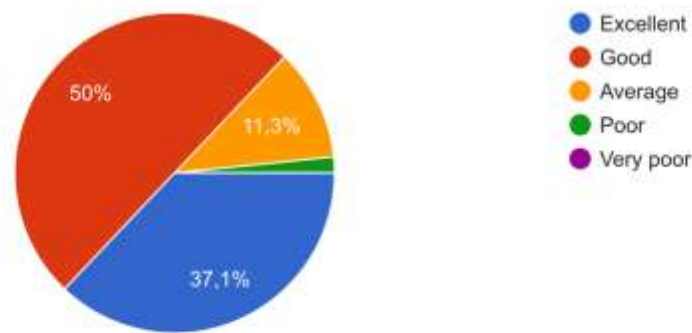
How relevant is the content discussed in the meetings to your role?

62 réponses



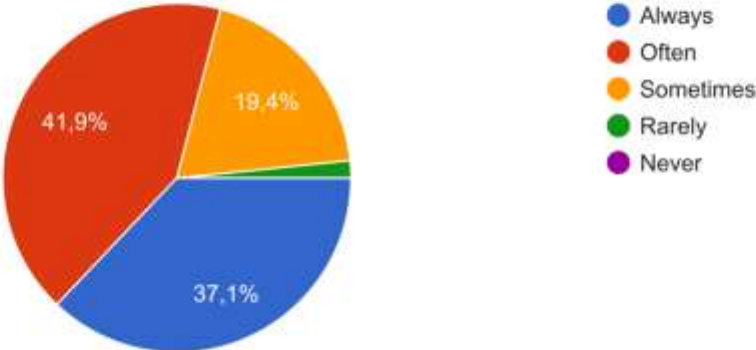
How would you rate the overall quality of discussions?

62 réponses



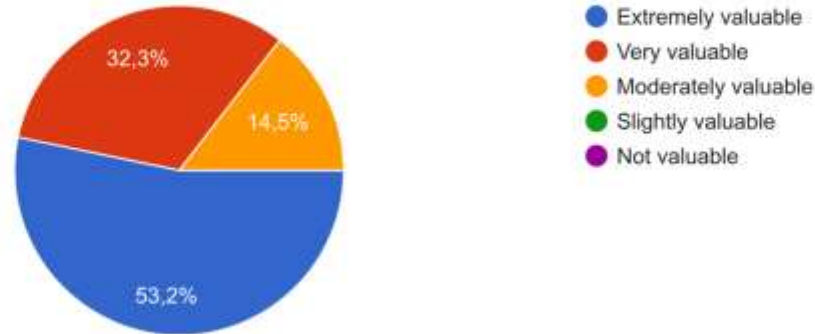
Do you feel you have enough opportunity to contribute during meetings?

62 réponses



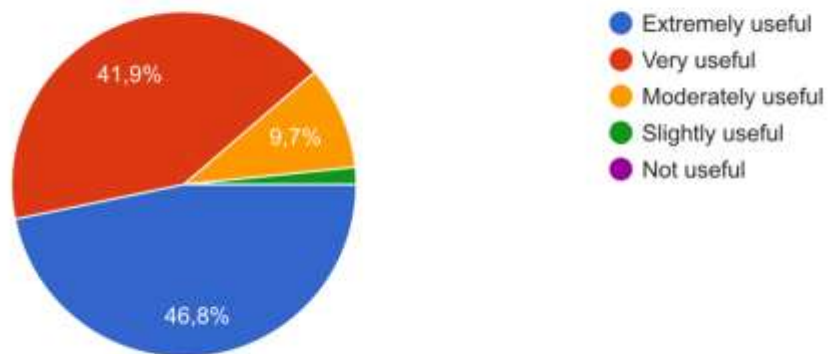
How valuable do you find the insights shared by other airlines?

62 réponses



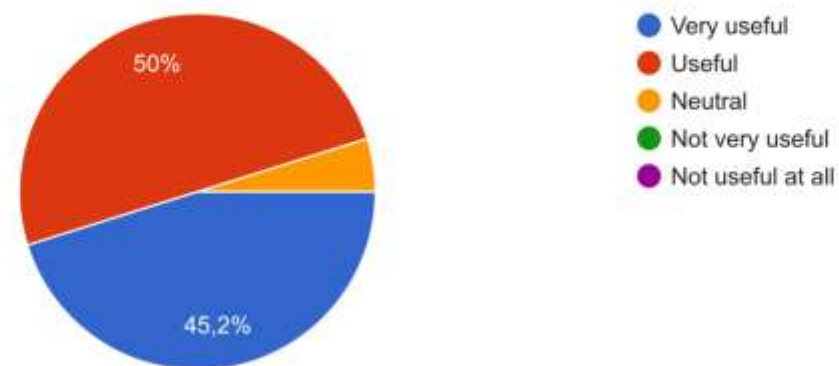
How useful are real case studies shared during meetings?

62 réponses



How useful are guest speakers in the sessions?

62 réponses





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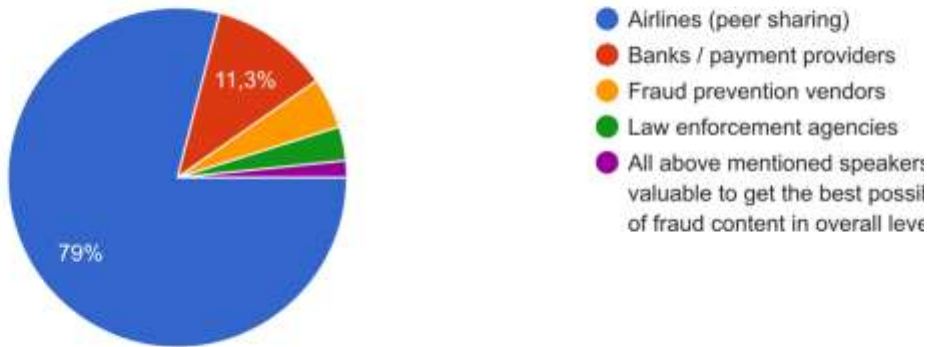
Part 2

Core Objectives & Delivery Preferences



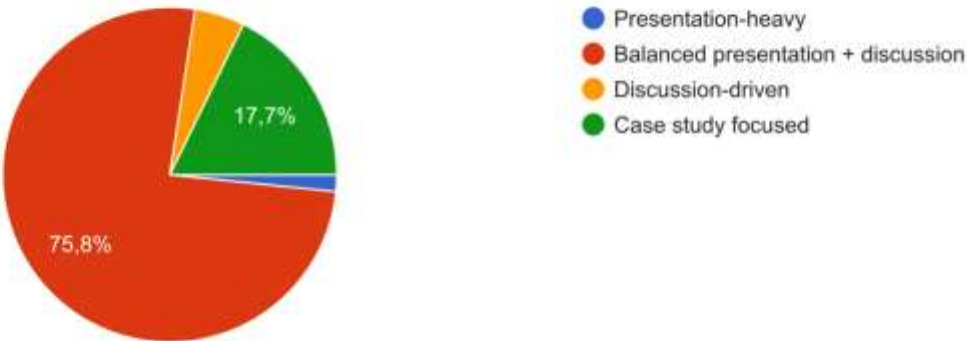
What type of guest speakers do you find most valuable?

62 réponses



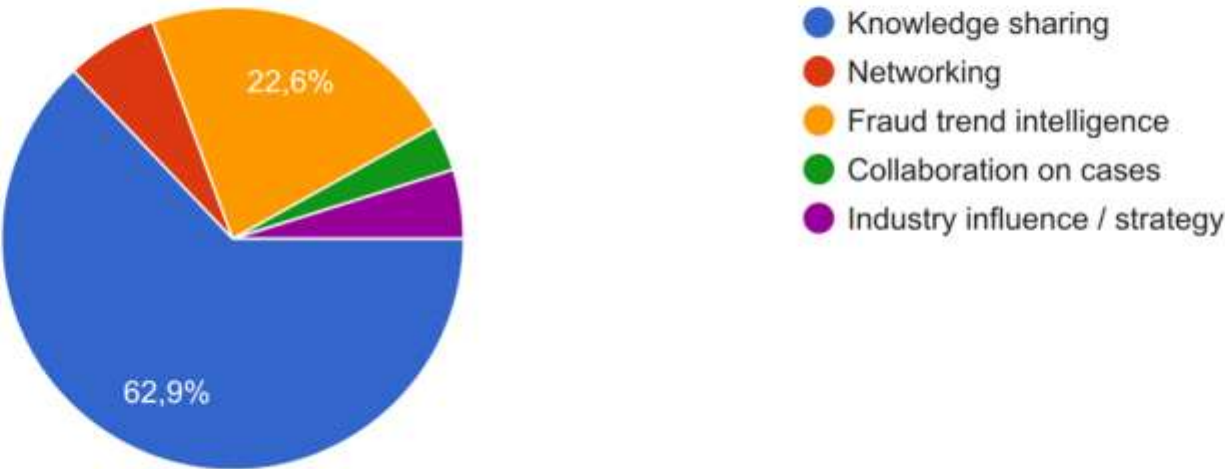
What format do you prefer for sessions?

62 réponses



What should be the primary goal of this group?

62 réponses



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Part 3

Collaborative Insights



Member Voices – Core Values, Challenges & Future Roadmap

1. What Members Value Most (Our Strengths)

- **Real-world Collaboration:** Unmatched peer-to-peer knowledge sharing and practical networking
- **A Trusted Environment:** A safe space for open, honest discussions about fraud trends and even past mistakes
- **A Unified Front:** A strong sense of shared commitment to fight fraud across the entire airline industry

2. Key Challenges & Areas for Support

- **Emerging & Specific Threats:** Agency abuse, inflight fraud, booking fraud, and loyalty/miles exploitation
- **Technical & Regulatory Hurdles:** Implementing strict security protocols (like 3DS) despite business pushback, and navigating data privacy (PII leaks)
- **Detection & Identification:** Need for better proactive tools, cross-airline data sharing, and establishing true fraudster identities

3. Actionable Suggestions & Feedback

- **Live Intelligence Sharing:** Create a secure, real-time fraud-reporting platform within the GAFPG portal to stop inter-airline fraud before travel occurs
- **Focused Meeting Tracks:** Split the meetings into dedicated "Payment Fraud" and "Loyalty Fraud" segments for more relevant, specialized discussions
- **Structured Case Studies:** Implement an updated tracker for mitigation strategies and allow airlines to register to present specific cases at each meeting

One Industry - One Fight



27TH AIRLINE INDUSTRY
FRAUD SUMMIT

Madrid

28 - 30 APRIL 2026

**Many
thanks**



With many thanks to our partners



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