

Stop tilting at windmills. Hunt the real ghosts with purpose-built AI

Airline Industry Fraud Summit– 30th April 2026

Presenters:

Binay Warriar | Olivier Cazeaux



Agenda



Ghost accounts: your windmills are giants



Friend or Enemy? Don Quixote's dilemma



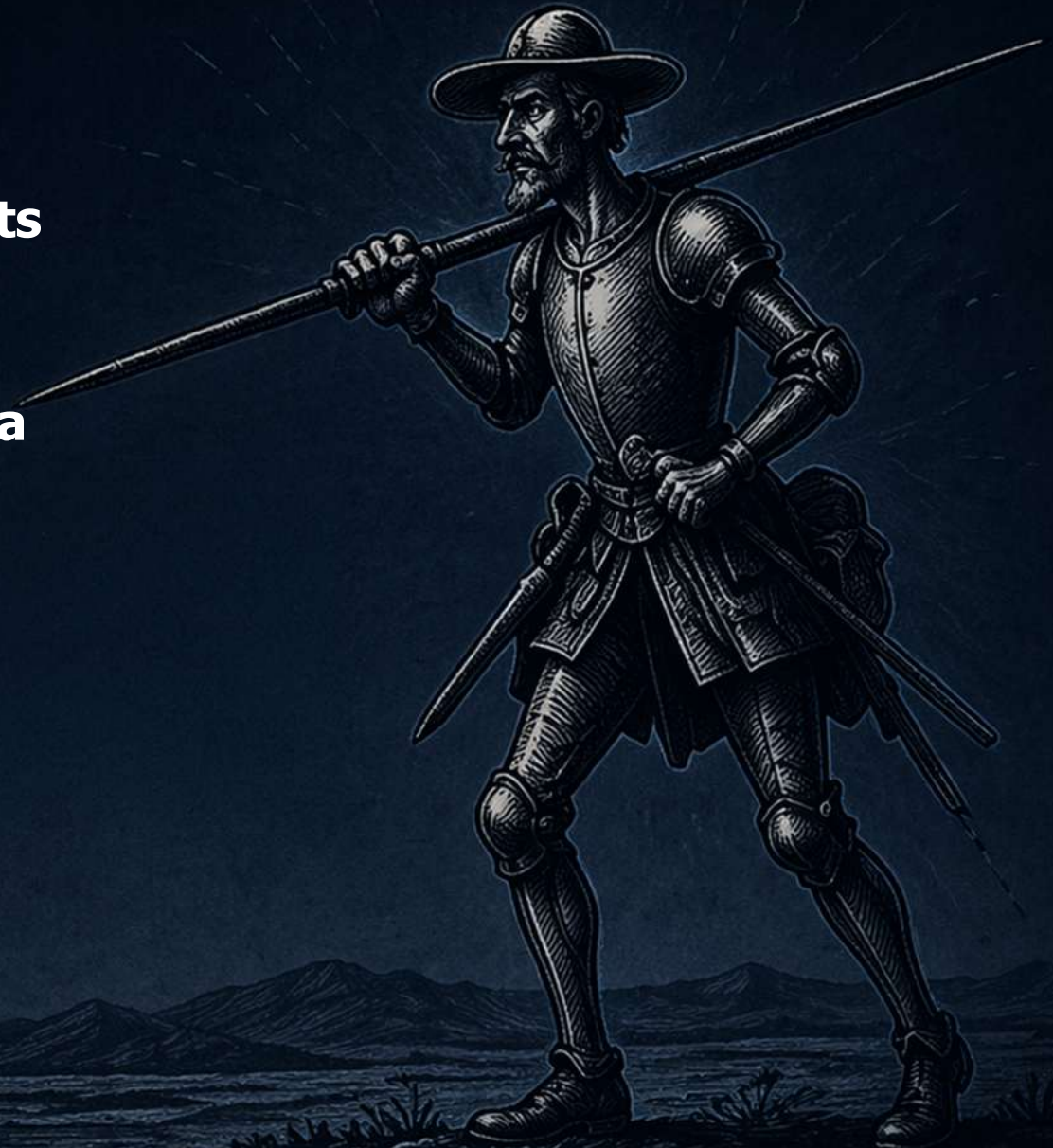
Deciphering the Enchantment



Arm your knight



From Delusion to Clarity



Do you fully understand the depths of Loyalty Fraud?

MILES THEFT

Member is the victim

SIGNAL

ATTACK VECTOR

P&L IMPACT

ECONOMIC NATURE

INDUSTRY ATTENTION

MILES FRAUD

Airline is the victim

The silent half runs invisible

How can fraudsters remain invisible?

Ghost accounts are not a fraud type. It is the enabling asset that makes fraud possible

Fabricated

**Dormant-
hijacked**

Harvested

**Abandoned-
by-design**

Real Financial Value at Risk

Lightning-Fast Attacks

Invisible Until Too Late

Many Fraud Types. One Root Cause.

The single most powerful insight in loyalty fraud prevention

~90%

of loyalty fraud schemes cannot happen
without a Ghost Account

Whether it's an insider siphoning miles from a dormant member, a fraudster harvesting referral bonuses, or a synthetic identity bypassing KYC - in every case, a fake or ghost account is the essential building block.

Catch the Ghost Account. Stop the Fraud.



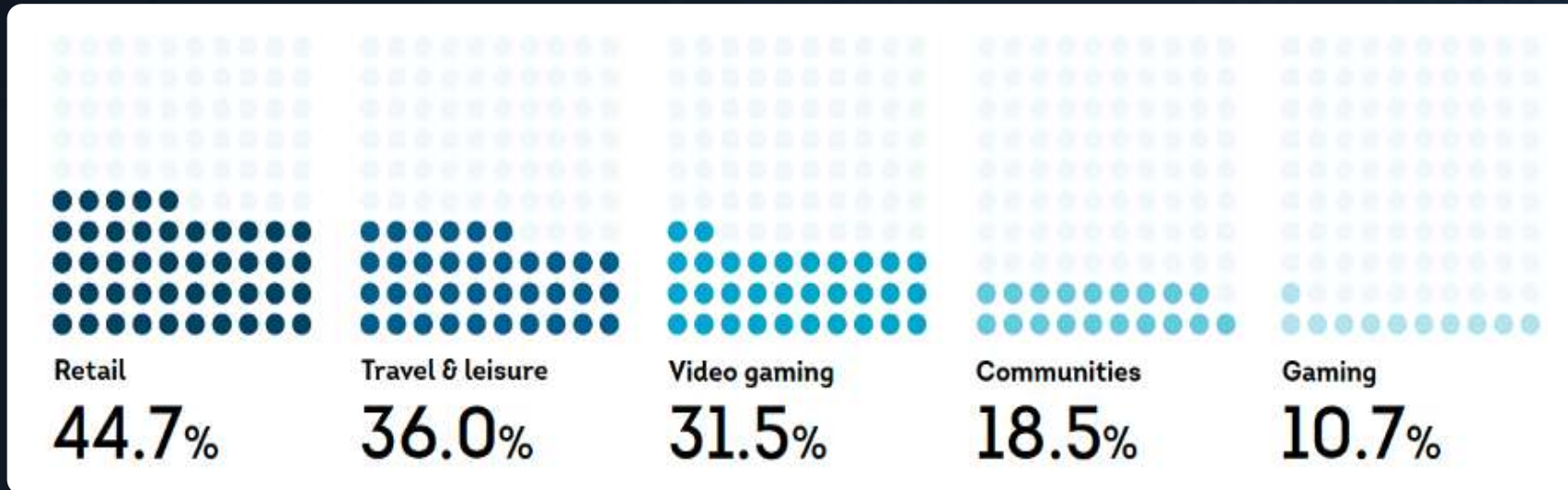


Join at
slidocom
#3009737



Travel industry ranks second when it comes to ghost accounts

Percentage of digital account creation transactions in each industry globally that was suspected to be fraud



Source: Transunion 2024 State of Omnichannel Fraud Report

What do Loyalty leaders say

67%

of loyalty leaders
state that **manual detection** is
the **main method** to detect ghost
accounts

55%

of loyalty leaders
identify **ghost accounts**
as the **main source of financial loss**,
followed by account takeovers

5%

of loyalty leaders
are confident that their loyalty program
can detect ghost account activity

Source: Survey conducted at Loyalty&Awards conference, Amsterdam, November 2025

Deciphering the Enchantment



iLoyal is an end-to-end cloud native, loyalty platform designed exclusively for travel loyalty



Airline



Hospitality



Cruise

iLoyal powers 30+ most recognised travel loyalty programs



15 Million 100+

Loyalty transformation offering more digital benefits and value

Signature
AVIATION

<250 K Pilots

Loyalty transformation offering more digital benefits and value for Pilots



19 Million 1,000+

Support lifestyle coalition program expansion in non-air loyalty markets



43 Million 200+

Unification and transformation of B2C and B2B loyalty programs



35 Million 150+

Loyalty transformation offering more digital benefits and value



1.6 Million 40+

Complete digital transformation of B2B and B2C loyalty and member experience



2.5 Million 50+

B2C and B2B programs hosted on the same platform



70 Million 430+

Supported coalition loyalty strategy & ambitious growth plans



3 Million

Relaunching the 'B2C' and 'B2B' programs with an enriched experience



24 Million 500+

End-to-end transformation of loyalty and member experience underway



ifly RES 0.5 Million

Revamping loyalty program for better member experience



0.5 Million

Revamping loyalty program for better member experience



1 Million

Revamping loyalty program for better member experience



3 Million 40+

Transforming the next phase of Royal Orchid program



18 Million 700+

8 products on 1 platform, delivering AUD 2.6 billion in loyalty revenues



>1 Million

Helped power an innovative loyalty program for a fast-growing OTA



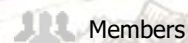
Business Flyer Rewards

Innovative Business Rewards Program targeting Australian SMEs

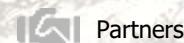


3 Million 50+

Helping deliver "Kia Mau" refresh strategy for B2C and B2B programs



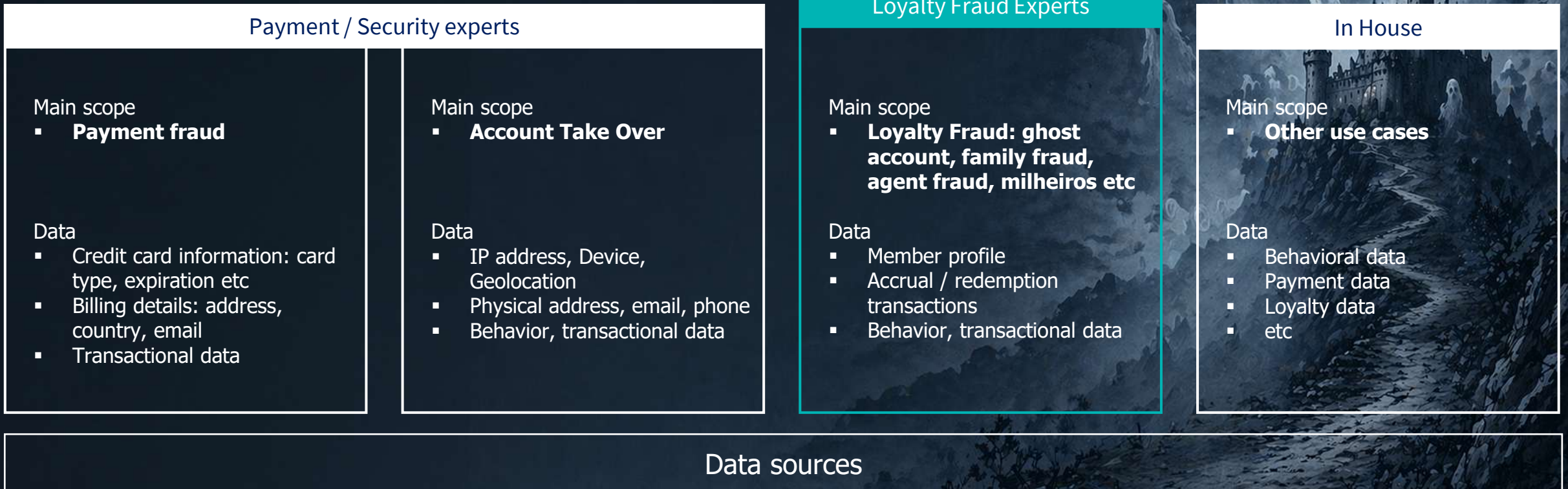
Members



Partners

You need a loyalty expert to tackle loyalty fraud

Loyalty fraud sits outside the reach of a generic engine. It calls for data, signals, and experience native to the loyalty world



IBS' AI model uncovered the reality of ghost account fraud

Airline case study

X

Fake accounts
were known prior
to the PoC

2X

Additional fake accounts identify
by IBS in the preparatory phase

~230K USD

Worth liability validated by the
customer during preparatory phase

10X

Several thousand more
accounts are being
detected by the AI
model

MANUAL

AI

20+ Millions USD

worth liability was detected by AI

Demo time!

From delusion to clarity



While perimetral solutions protect the front door, iLoyal in-depth defense protects your points vault



Secure your complimentary Fraudulent Liability Assessment

A 1% ghost account rate could represent multiple million USD worth in fraudulent liability

1

Data acquisition

Robust process in place

2

Anonymisation & Transfer

Full data privacy & security
compliance

3

Ghost Account Detection Run

Results in a clear liability
report

4

Liability Report & Decision

No obligation. Full
transparency.

ibsoftware

THANK YOU!



Redefining the Future of Travel through Technology Innovation

www.ibsplc.com