

Global Travel Platform Protects Loyalty Points and Stops Account Takeover

One of the world's largest online travel platforms faced massive account takeover attacks, with fraudsters using bots to steal customer loyalty points through credential stuffing at scale, threatening customer acquisition and retention.



The Challenges

Loyalty Program Exploitation: Fraudsters deployed bots to compromise user accounts and steal accrued loyalty points for resale on third-party platforms, or for personal use to book services like hotels and airfare, undermining the loyalty program that provides a differentiator in the competitive travel space.

Legacy Solution Failure: The previous fraud prevention vendor failed to effectively stop attacks, allowing credential stuffing to persist and compromise program integrity.

Customer Experience Degradation: Attacks severely hindered experience for legitimate users, resulting in high complaint volumes to call centers and brand reputation damage.



The Arkose Titan Solution

Login Flow Protection: Deployed Arkose Titan platform on all login flows to monitor traffic for suspicious behavior and stop malicious actors attempting credential stuffing.

Multi-Signal Risk Analysis: Monitored traffic using behavioral fingerprints, velocity and rate monitoring, proprietary user IP database and device/network/location intelligence to identify abuse patterns.

Dynamic Enforcement Challenges: Served known malicious bot traffic with 3D visual puzzles generated in real time and designed against machine vision technology, making them unsolvable by bots.

24/7 SOC Support: Provided continuous monitoring and custom response to attack spikes, working directly with the platform's security team.



Business Results

Attacks Stopped Almost Immediately: Nearly all account takeover attacks ceased upon Arkose Titan deployment, protecting loyalty points from theft and resale.

Zero Impact on Legitimate Users: Maintained seamless sign-in flow for good users with no friction added, drastically improving overall customer experience.

Increased Operational Efficiency: Dramatically reduced calls to contact centers regarding compromised accounts, lowering support costs and overhead.

Protected Loyalty Program Integrity: Secured the key customer acquisition and retention differentiator from exploitation, preserving competitive advantage in travel space.

**SCHEDULE CALL
WITH AN EXPERT**

Arkose Labs is the leading global provider offering a proactive fraud deterrence platform purpose-built to neutralize modern attacks, including those powered by Agentic AI and large language models (LLMs). Its comprehensive solution combines proprietary device identification (device ID), behavioral analysis, phishing protection, email intelligence, scraping prevention, API defense and bot management. Headquartered in San Mateo, California, the company maintains a global presence with offices throughout APAC, Central America, EMEA and South America. © 2026 Arkose Labs. All rights reserved.