

Cyber Claims & Loss Update



Speakers

John Mullen (Moderator), Mullen Coughlin Mark Greisiger, NetDiligence Chris Novak, Verizon Brendan Kelley, Chubb Brian Robb, CNA Rich Sheridan, Axis Insurance





Cyber Claims Study

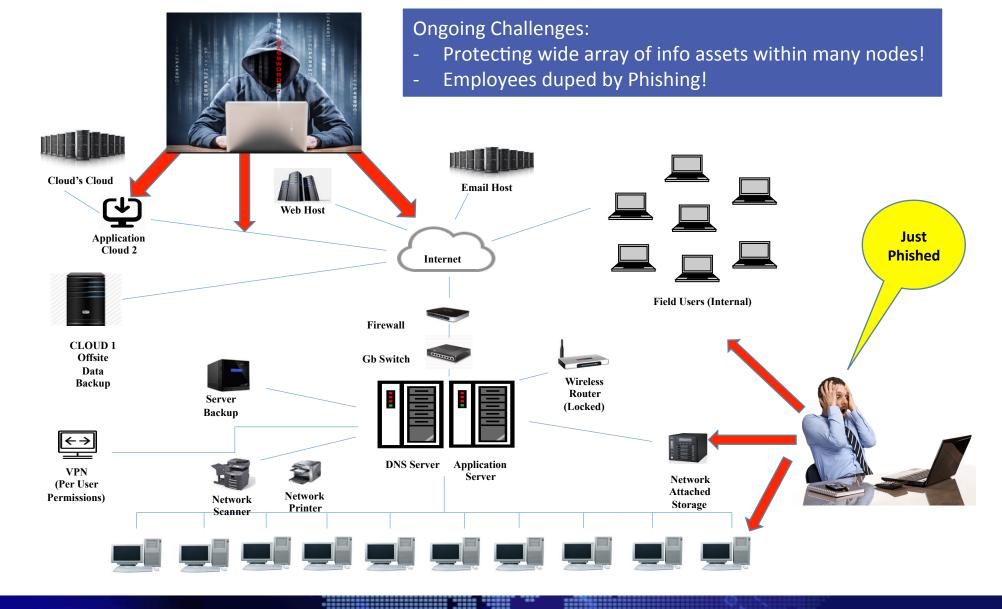
highlights 6th annual

NetDiligence®













- Sample size = 176 claims
 Detailed partner report now inside your eRiskHub®
- Per Breach Costs
 - Average breach cost: \$665K

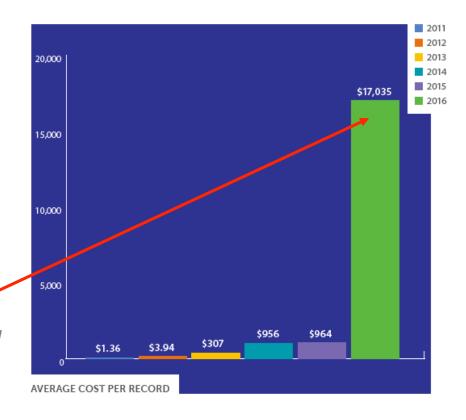
Comment: more representative of 'main street' than Wall St, SMEs = 87% of claims.

• Large Co: \$6M (up from last year)

• Healthcare: \$717K

- Per Record Costs
 - Average per-record cost: \$17K* (median cost: \$40)

 *Spiked avg due to 3 big 'outlier' claims; one was over a \$1M per record!
 - Cost Range: \$0.03-\$1.6M (pennies to million+)

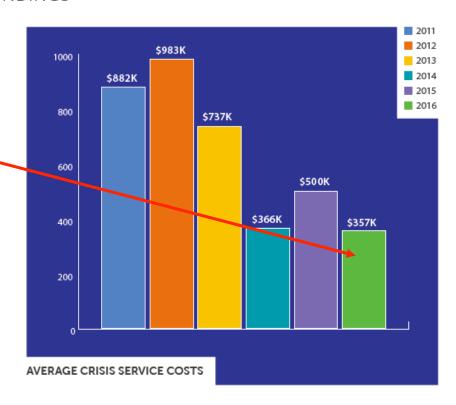






——— HIGHLIGHTS OF FINDINGS ————

- Crisis Services Costs (forensics, legal counsel, notification & credit monitoring)
 - Average cost: \$357K (Median: \$43K)
 - Breach Coach® lawyers helping control crisis costs
- Legal Costs (defense & settlement)
 - Average cost of defense: \$130K (Median: \$16K)
 - Average cost of settlement: \$815K (Median: \$250K)







- Phishing (N=8)
 - All occurred at organizations < \$2B Revenue
 - Professional Services most affected (3 of 8 incidents)
 - Average # of records lost: 510
 - Average breach cost: \$123K (Median: \$62K)
- Ransomware (N=6)
 - All occurred at organizations < \$300M Revenue
 - Cause of loss was primarily Malware/Virus (83%)
 - Average breach cost: \$32K (Median: \$26K)





Percentile Tables

(aka actuary eye candy)

Available exclusively for

eRiskHub® licensors and
their clients

NetDiligence® 2016 Cyber Claims Study

HIGHLIGHTS OF FINDINGS —————

TOTAL DATA BREACH COSTS

(N=172)

First Min 290 1.0% 642 2.5% 1,202 5.0% 1,843 10.0% 5,822 20.0% 11,056 Second 25.0% 13,374 30.0% 19,240 40.0% 37,243 Third 50.0% 59,978 Median 60.0% 91,979 70.0% 146,201 Fourth 75.0% 213,414 80.0% 309,410 Average 664,787 90.0% 1,606,275 95.0% 3,428,682 97.5% 6,976,000					ı		
1.0% 642 2.5% 1,202 5.0% 1,843 10.0% 5,822 20.0% 11,056 Second 25.0% 13,374 30.0% 19,240 40.0% 37,243 Third 50.0% 59,978 Median 60.0% 91,979 70.0% 146,201 Fourth 75.0% 213,414 80.0% 309,410 Average 664,787 90.0% 1,606,275 95.0% 3,428,682 97.5% 6,976,000	Quartiles						
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20.0% 11,056 Second 25.0% 13,374 30.0% 19,240 40.0% 37,243 Third 50.0% 59,978 Median 60.0% 91,979 70.0% 146,201 Fourth 75.0% 213,414 80.0% 309,410 Average 664,787 90.0% 1,606,275 95.0% 3,428,682 97.5% 6,976,000			5.0%	1,843			
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30.0% 19,240 40.0% 37,243 Third 50.0% 59,978 Median 60.0% 91,979 70.0% 146,201 Fourth 75.0% 213,414 80.0% 309,410 Average 664,787 90.0% 1,606,275 95.0% 3,428,682 97.5% 6,976,000			20.0%	11,056			
## Third ##	Second		25.0%	13,374			
Third 50.0% 59,978 Median 60.0% 91,979 70.0% 146,201 Fourth 75.0% 213,414 80.0% 309,410 Average 664,787 90.0% 1,606,275 95.0% 3,428,682 97.5% 6,976,000			30.0%	19,240			
60.0% 91,979 70.0% 146,201 Fourth 75.0% 213,414 80.0% 309,410 Average 664,787 90.0% 1,606,275 95.0% 3,428,682 97.5% 6,976,000			40.0%	37,243			
70.0% 146,201 Fourth 75.0% 213,414 80.0% 309,410 Average 664,787 90.0% 1,606,275 95.0% 3,428,682 97.5% 6,976,000	Third		50.0%	59,978	Median	8	9
Fourth 75.0% 213,414 80.0% 309,410 Average 664,787 90.0% 1,606,275 95.0% 3,428,682 97.5% 6,976,000			60.0%	91,979		80%	90%
80.0% 309,410 Average 664,787 90.0% 1,606,275 95.0% 3,428,682 97.5% 6,976,000			70.0%	146,201			
Average 664,787 90.0% 1,606,275 95.0% 3,428,682 97.5% 6,976,000	Fourth		75.0%	213,414	'		
90.0% 1,606,275 95.0% 3,428,682 97.5% 6,976,000			80.0%	309,410			
95.0% 3,428,682 97.5% 6,976,000			Average	664,787			
95.0% 3,428,682 97.5% 6,976,000			90.0%	1,606,275			
97.5% 6,976,000			95.0%				
			97.5%				
99.0% 10.432.390			99.0%	10,432,390			
Max 15,000,000							
Standard Deviation 2,026,915		Standa					
Coefficient of Variance 3.05							

TOTAL CLAIMS PAYOUTS COSTS

(N=161

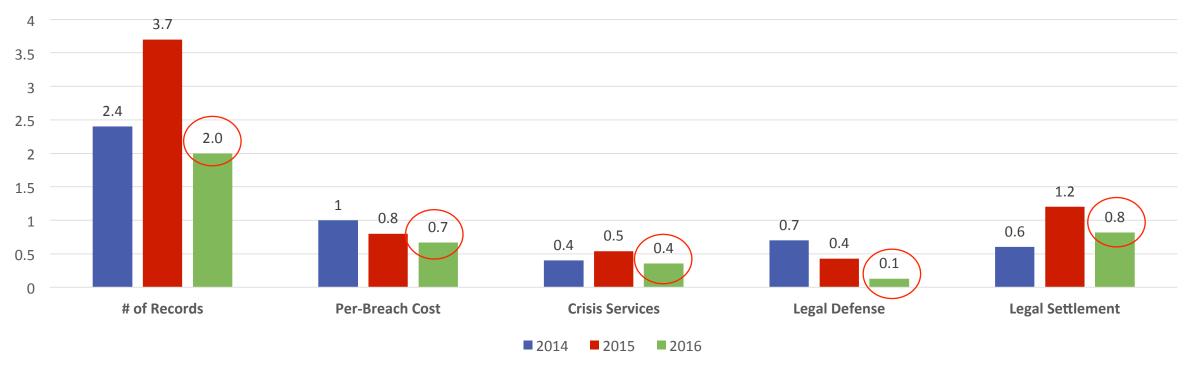
Quartiles						
First	Min	1,000				
	1.0%	1,114				
	2.5%	1,280				
	5.0%	2,130				1
	10.0%	4,483				
	20.0%	9,343				
Second	25.0%	11,640				
	30.0%	13,455				
	40.0%	27,790				
Third	50.0%	48,830	Median	80%	90%	
	60.0%	70,000		8	8	
	70.0%	114,788				
Fourth	75.0%	178,000				
	80.0%	230,033				
	Average	494,912				
	90.0%	981,695				
	95.0%	2,500,000				
	97.5%	5,500,000				
	99.0%	7,859,400				
	Max	10,000,000				
Standa	rd Deviation	1,465,669				
Coefficien	t of Variance	2.96				





COMPARING 2016 TO PRIOR YEARS

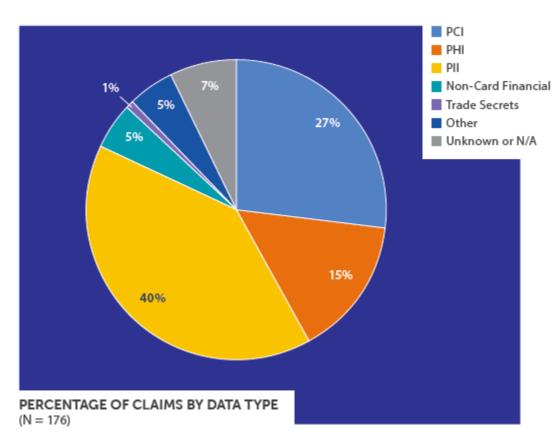
Average # of Records Exposed & Cost by Type (in millions)

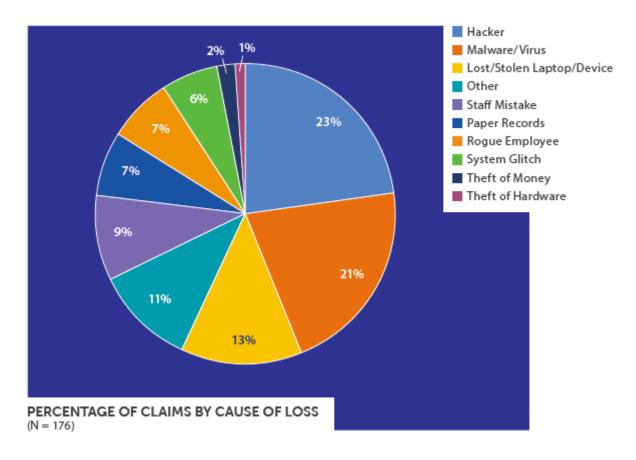






- HIGHLIGHTS OF FINDINGS —----

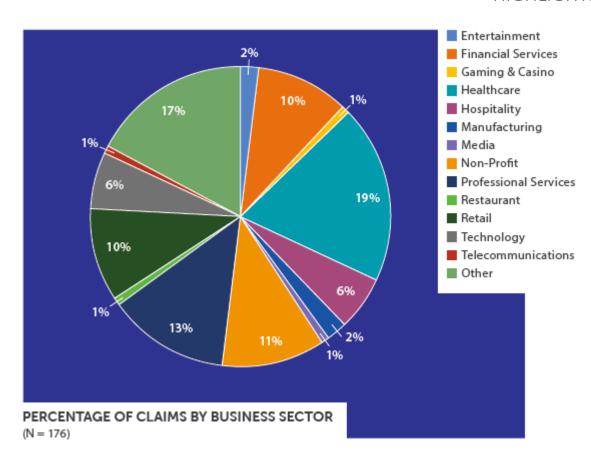


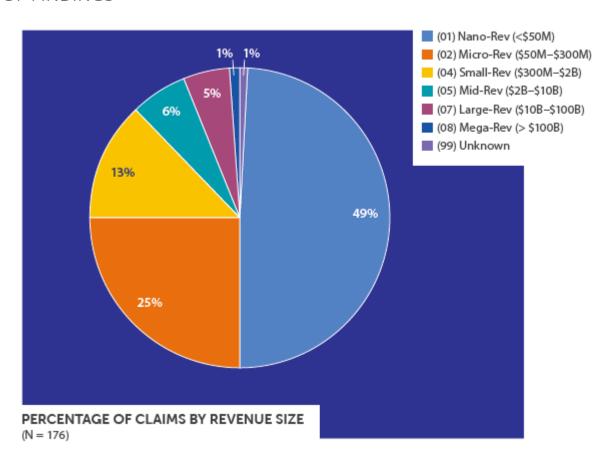






HIGHLIGHTS OF FINDINGS —————

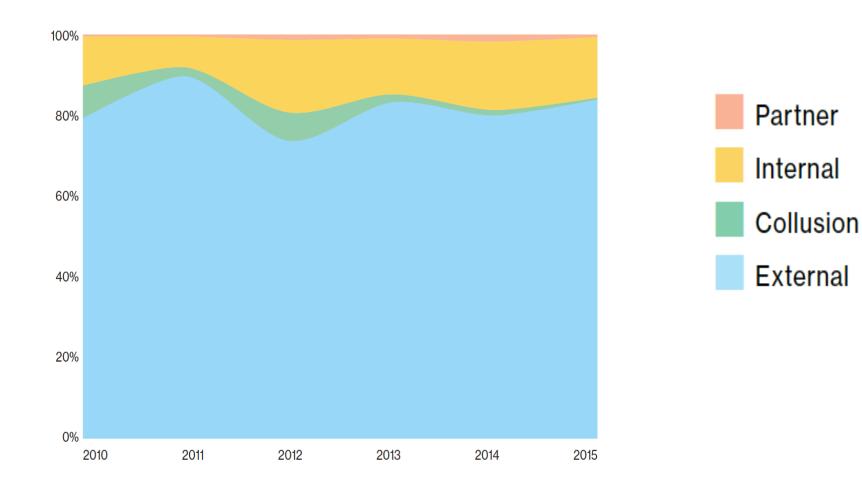








Who are the Threat Actors?







Victim Demographics

70%

of attacks show a secondary victim

75%
spread from
victim 0...1 within
one day

No locale, industry or organization is bulletproof when it comes to the compromise of data.

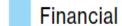
Industry	Total	Small	Large	Unknown
Accommodation (72)	362	140	79	143
Administrative (56)	44	6	3	35
Agriculture (11)	4	1	0	3
Construction (23)	9	0	4	5
Educational (61)	254	16	29	209
Entertainment (71)	2,707	18	1	2,688
Finance (52)	1,368	29	131	1,208
Healthcare (62)	166	21	25	120
Information (51)	1,028	18	38	972
Management (55)	1	0	1	0
Manufacturing (31-33)	171	7	61	103
Mining (21)	11	1	7	3
Other Services (81)	17	5	3	9
Professional (54)	916	24	9	883
Public (92)	47,237	6	46,973	258
Real Estate (53)	11	3	4	4
Retail (44-45)	159	102	20	37
Trade (42)	15	3	7	5
Transportation (48-49)	31	1	6	24
Utilities (22)	24	0	3	21
Unknown	9,453	113	1	9,339
Total	64,199	521	47,408	16,270



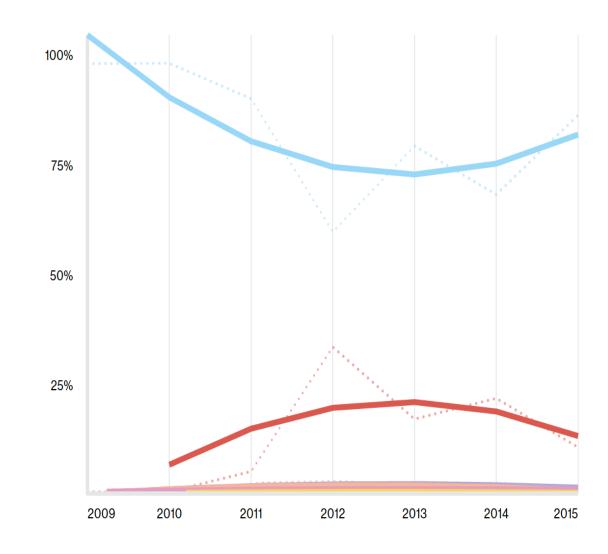




Attacker Motivation



- Espionage
- Fun
- Ideology
- Grudge
- Everything Else



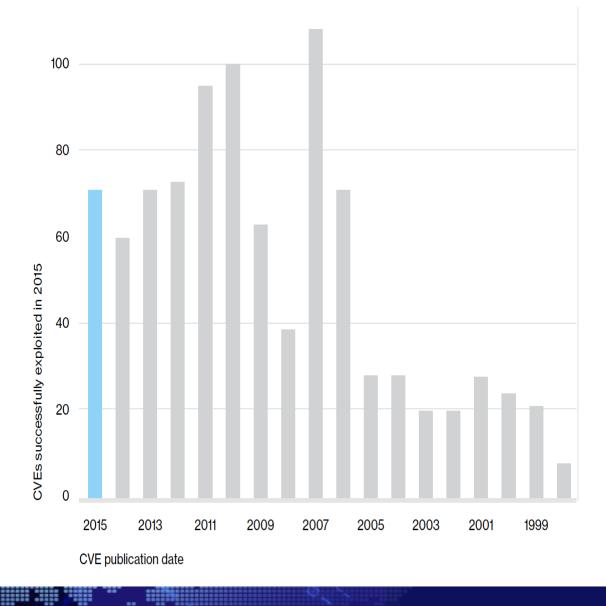






Common Vulnerabilities Dominate

Majority of attacks leveraging vulnerabilities more than a year old!







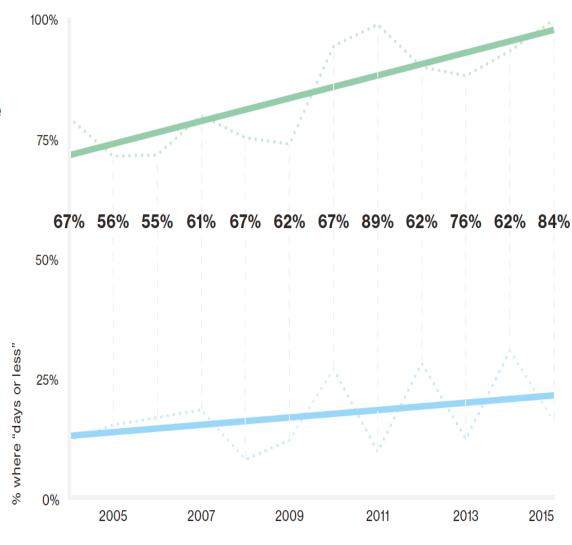


The Detection Deficit

Time to Compromise

Time to Discover

The time to compromise is almost always days or less, if not minutes or less.



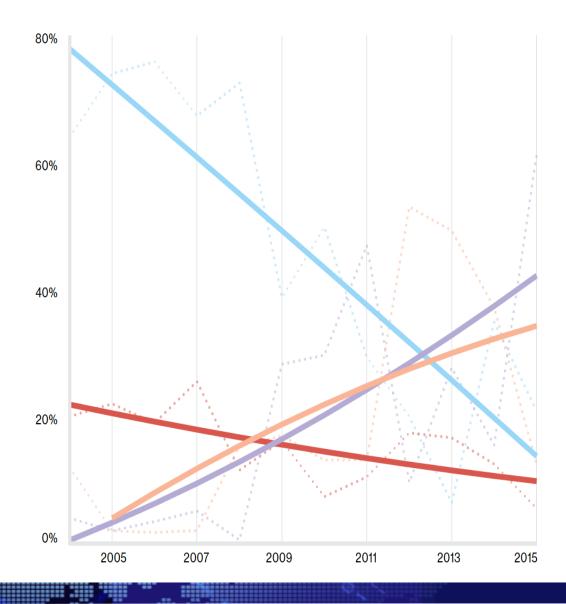






Breach Discovery Methods

- Law Enforcement
- Third Party
- Fraud Detection
- Internal









You want it? They sell it...

	Onion demain	Tide	Source	Last seen	First seen	
	keye7ki2kymyye7.onion	The Hidden Wiki	http://www.ahmia.fl/address/	Sun Apr 10 21:48:47 2006	Mon Mar 17 09:12:02 2004	360
5	safebárbílyona/s onion	Rebellyon info - Site collaboratif d'infos alternatives	http://rebellyon.info/tutoriel-securises-un-compte	Sun Apr 10 21:48:17 2006	Sun Oct 11 21:43:20 2015	80
3	cafuctuces/longs/ onion	No website; use IRC instead	http://www.ahmia.fi/address/	Sun Apr 10 21:48:14 2006	Sat Jan 4 13:46:50 2014	259
4	toristinkirir4si onion	The Torist Deep Web Literary Journal	http://torwiki-berlye/2/o.onion/index.php?title/main	Sun Apr 10 21:47:47 2006	Thu Nov 27 04 34 03 2014	230
5	anatisfy-frefeh75 onion	Home Anatis ry/rf	https://ahmia.fi/onions/	Sun Apr 10 21:47:40 2006	Tue Feb 9 23:12:53 2006	44
6	grams2cshnh2hmkLonion	Search - Grams	http://ahmia.fs/onions/	Sun Apr 10 21:47:17 2006	Fri Mar 18 09:43:58 2016	23
7	romyr24hnashn7sh.onion	Site Hosted by Freedom Hosting II	https://ahmia.fl/onions/	Sun Apr 10 21:47:05 2006	Mon May 18 00 38 25 2015	23 82
8	visitorf/SAT'q7Lonion	VisiTOR - Tor hidden service search	http://skunktworkedp2cg.onion.link/sites_new.html	Sun Apr 10 21:46:58 2006	Sat Jun 9 20:18:19 2006	99
9	payahldt 42kv/Spon onion	Pay Shield Break the chain - Make 'em rage	http://www.reddit.com/p/onions/related/Loaf/Sy/ther_	Sun Apr 10 21:46:38 2006	Thu Jun 25 15:29:55 2015	93
10	cocaine Tohii 5b Tt. onion	COCAINE SU - Home	https://ahmia.fi/onions/	Sun Apr 10 21:46:11 2006	Sun Feb 28 01:30:30 2016	33
11	gc4voushrsbp5rlm.onion	Amazon Gift Cards 25%	http://skunkoworkedp2cg.onion.city/sites.tst	Sun Apr 10 21:45:23 2006	Tue Feb 16 19:13:32 2016	52
1.2	thostingespolibly onion	Foredom Hosting II	http://p/lec.Maceariofi.onion	Sun Apr 10 21:42:02 2006	Sun Aug 24 00:35:39 2014	1738
13	unh57parns-final onion	TORCH: Tor Search!	https://encrypted.google.com/seasth?g=".onion"	Sun Apr 10 21:41:27 2006	Thu May 23 23:51:38 2013	2011
14	Abhpodhah/Jk/b4 onion	Null	http://dpombascucgupc.onion/index.php?p=cat&cid	Sun Apr 10 21:41:22 2006	Sat Jul 20 23:33:21 2013	1119
15	grams?enufi?imdl.onion		http://musicreddit.com/e/darknetmarkets/	Sun Apr 10 21:40:51 2006	Wird Apr 16 01:19:20 2014	1228
16	stndeq?por?wrpss.onion	Türkçe	http://darkspider.info/onionlist.tst	Sun Apr 10 21:40:50 2006	Sat Sep 26:17:30:21:2015	32
17	tordirhytofip ocq onion	TorDir 2.0	http://darkspider.info/onionlist.tst	Sun Apr 10 21:40:43 2016	Sun May 17 14:11:06:2015	32 122
18	khudifyeqm-lidi onion	Dream Market Login - Featured anonymous marketplace	http://www.deepdotweb.com/marketplace-directory/li-	Sun Apr 10 21:40:37 2016	Wed Jul 8 15:03:19 2015	411
19	nicegus falkkuuog onion	Dr. Ds Multilingual Market - Session	http://www.deepdotweb.com/forum/viewtopic.php?t=15	Sun Apr 10 21:40:36 2016	Fri Feb 27 03:15:09 2015	280
20	wk4swburtz?gunmv.onion	Login	https://tr3k2s4k5ycas5rt.torstorm.org/onions.php?a_	Sun Apr 10 21:39:00 2016	Thu Nov 19 21:43:41 2015	63
21	hyphgrymgu4)luff onion	Runion	http://32rfckwuorlf4dlv.tor2web.org/linklint/5/28	Sun Apr 10 21:38:45 2016	Thu Apr 10 17:00:59 2014	385 139
22	m27q2ehepte3ouw7.onion	Sipulkanava	http://2/Taalodpiane/Mnsa.onion/meta/res/3308.html	Sun Apr 10 21:37:49 2016	Thu Jun 11 15:46:23 2015	139
23	blenderpy-ligrwy2 onion	Null	http://ahmia.fi/onions/	Sun Apr 10 21:37:00 2016	Tue: Mar 22 10:46:45 2016	17
24	allyour4nert7pkh.onion	Your Lord And Savior	https://s?kgnnoglebellyza.onion.lu	Sun Apr 10 21:36:35 2016	Sat Nov 9 16:35:58 2013	827
25	shieldsab-liverios omion	Pay Shield Break the chain - Make 'em rage	http://ahmia.fi/onions/	Sun Apr 10 21:36:26 2016	Tue Mar 22 10:50:05 2016	17
26	yfon/finiecczylit.onion	UK Passports - Buy real UK passports, become a UK citizen now.	http://shmia.fs/	Sun Apr 10 21:36:16 2016	Fri May 24 12:16:21 2013	804
200		Our passports are no fake passports, they are real passports.				
27	dimuday.gbifgc.onion	OnionDir - Deep Web Link Directory - Hidden Wiki Mirror	http://rw/krpgtadila/ng.tor/lweb.blutmagie.de/mage	Sun Apr 10 21:35:18 2006	Tue Aug 27 06:37:18 2013	1042
28	soupksstivgh/lydda.onion	onion soup	http://sllyour4nett/pkh.toc2veb.org/viki/index.php	Sun Apr 10 21:35:01 2006	Sat Aug 9 02:24:06 2014	449
29	ntiphins by few any dr. onion	The Hidden Wiki	http://imolfwdbusib4l.onion	Sun Apr 10 21:34:06 2006	Mon Feb 17 23:05:37 2004	294
30	msydqstfr2kresfg.onion	Ahmia — Search Tor Hidden Services	http://shmin.fi/address/incapfly2j2nfudy7/edit/	Sun Apr 10 21:33:01 2006	Sat May 31 22:35:45 2014	485
31	akafuuhimtbihcdu onion	CHEAP EUROS	https://ahmia.fi//address/	Sun Apr 10 21:32:59 2016	Tue Aug 18 18:39:23 2015	61
32	ph64ff@vbrt64s.onion		http://kkkkku/jumgh33a.onion.direct	Sun Apr 10 21:32:49 2016	Fri Feb 20 08:20:58 2015	119
33	loub/bgyupgktys/7.onion	OnionMail	http://bbjs/2s/coltskhol.onion	Sun Apr 10 21:32:17 2006	Tue Dec 24 06:44:58 2013	462
34	girveb2iffeh7tp3.onion	Gitweb	https://ahmia.fi/onions/	Sun Apr 10 21:31:26 2016	Tue Jan 5:00:06:02:2006	33
35	silkksampf56ck2 onion	Silikitie	http://www.mainstreamlos.blogspot.nl/2014_09_01_ar_	Sun Apr 10 21:30:54 2006	Thu Jun 4 08:24:55 2015	109
36	underdificios/lic7.onion		https://ahmia.fi/onions/	Sun Apr 10 21:30:51 2016	Sat Apr 25 18:55:34 2015	356
37	by21grapnfacepakd.onion	Sipulikanava	http://bdlbvaqddbctil7i.onion/k/res/9.html	Sun Apr 10 21:28:04 2016	Thu Jun 11 19:37:40 2015	134
38	team?n?vxuulotus.onion	team?n?vsuulotus.onion	https://j-lko3c2kact3pufs.onion.cab	Sun Apr 10 21:25:17 2016	Wed Mar 16 04:00:18 2016	31
39	wallwish?67arjideconion	- Torduckin0	http://webcache.googleusercontent.com/search?gicac_	Sun Apr 10 21:24:18 2016	Fri May 24 00:49:09 2013	513
40	6ds@s/Simbray Sanf. onion	CyberGuerrilla leAkboX	https://www.cyberguerrilla.org/nesus/?page_id=89	Sun Apr 10 21:24:12 2006	Sat Sep 21 00:57:02 2013	242
41	hiddenvk?gmrypto.onion	The Hidden Wki	http://ahmia.fi/address/	Sun Apr 10 21:23:53 2016	Sat Aug 23 11:29:04 2014	224
42	be Micy S-Roogic Conton	Руководство педофила	https://onion.cab/list.php?a*list	Sun Apr 10 21:21:23 2016	Sun Feb 7 03:56:22 2006	42
43	auutsvept2datsving.onion	Oniondia	http://k767gbbtouiz455a.onion	Sun Apr 10 21:18:51 2016	Sat Feb 8 15:20:45 2014	524
44	engill/kgcvedic onion	Hidden Service #33	http://ahmia.fi/address/	Sun Apr 10 21:17:31 2016	Thu Sep 25 01:37:06 2014	211
45	54ogum7gorshtgiya.onion	Dimension X - Technodrome	http://skunksworkedp2cg.onion/sites.html	Sun Apr 10 21:14:48 2016	Mon May 12 20:42:00 2014	523
45	shiorfmherey/zp.onion	Подпольная Агтека	http://shops.ljckh3deszy.onion	Sun Apr 10 21:14:35 2016	Fri Feb 13 23:09:45 2015	149
47	tgn2fyseqa2s2ojso.onion	Sipulikanava	https://ahmia.fi/oniondomains.txt	Sun Apr 10 21:14:29 2006	Mon Jan 12 22:50:22 2015	209
48	25ffbnarchrbryffLonion	NI. Growers - Coffee Shop grade Cannabis from the Netherlands - Weed, Hash, Maripana, Cannabis for Bitcoins	http://sheia.fb/	Sun Apr 10 21:14:22 2016	Fri May 24 10:54:43 2013	854
49	helxpkpebdyd4Ou.onion	Search - Grams	https://ahmia.fi/onions/	Sun Apr 10 21:08:12 2006	Wed Mar 16 01:32:23 2016	2.6
50	Edupofilmgapes is support	The Pot Shop	https://kgvz/ki/y/segvt/fi.onion.to/wiki/index.php	Sun Apr 10 21:06:38 2006	Tue Sep 1 22:00:20 2015	22
51	3g2upl4pqfikufc4m.onion	DuckDuckGo	http://webcache.googleusercoment.com/search/lg/cac-	Sun Apr 10 20:01:02 2006	Fri May 24 00:30:06 2013	1540
5.2	drddeddig3x3524v onion	Dr. Ds Multilingual Market - Session	http://54o.gum?greshtsgiva.onion.link/blog/index.php/	Sun Apr 10 19:59:34 2016	Sun Sep 27 22:32:52:2015	265







A lot of it...



(47)

AMAZON CARDING 2015

pwoah7foa6au2pul.onion/listing.php?id=45075 Al SAMPLE Today I am about to write a trick on past Amazon was easy to card for Gift Code However today the amazon security has been

BRITISH AIRWAYS

[FE 100%] ★ Courvoisier ★ SALE ★ British Airways Accounts - DOB INCLUDED! ★ All Amounts ★ Item # 4974 - CVV & Cards / CVV & Cards - Courvoisier (19755)

[MS] ★ Courvoisier ★ [UK GUIDE] - How to get accounts for FREE petrol + diesel ★

Item # 40188 - Accounts & Bank Drops / Accounts & Bank Drops - Courvoisier (19755)

Views: 29737 / Bids: Fixed price Quantity left: Unlimited

Views: 14548 / Bids: Fixed price

Quantity left: Unlimited

a AlphaBay Market



9733 Bloomingdales Gift Balance 100 200 9733

Ichudifyegm4ldjj.onion..uct?offer=715111.598034 Dream

I bring you freshly hacked Bloomingdales logins with active gift balances of 100 200 available These accounts are extremely easy to cash because the funds re already available inside the account Account details will be in the format shown below 9733 Username 9733 Password 9733 Gift Balance 9733 Name 9733 Address 9733 Credits Cards Used 9733 Country 9733 Last Order Thanks

Vendor robert88

Price \$2.398E-5

Location Worldwide

[FE 100%] [Sticky] USA DU Item # 78573 - Dumps / Dum

[MS] [Sticky] * USA * P

[verified] [not limited] [cred

Item # 122956 - Accounts &

Views: 10086 / Bids: Fixed p

Quantity left: Unlimited (215

News: 16681 / Bids: Fixed p Quantity left: Unlimited

item # 24668 - Dumps / Dur

Views: 17842 / Bids: Fixed Quantity left: Unlimited



\$\$\$ How to bypass Paypal error [return to me GIFT (just ask me after buying) \$\$\$

Item # 54250 - Accounts & Bank Drops / Account

Views: 1461 / Bids: Fixed price Quantity left: Unlimited (667 automatic items)

USA Amazon Logins 100 Active Gift Balance

Ichudifyeqm4ldjj.onion...duct?offer=46391.223907 Dream

I bring you freshly hacked USA Amazon logins with active gift balances of 100 available Account details will be in the format shown below 9733 Username 9733 Password 9733 Gift Balance 9733 Name 9733 Address 9733 Credits Cards Used 9733 Country 9733 Last Order Any guestions please ask Thanks Vendor robert88 Price 80.03600769 Location Worldwide



9733 Groupon Logins Gift Balances 100 500

Ichudifyegm4ldjj.onion...uct?offer=646058.571279 Dream

I bring you freshly hacked Groupon logins with active gift balances of 100 500 available These accounts are extremely easy to cash because the funds re already available inside the account Account details will be in the format shown below 9733 Username 9733 Password 9733 Gift Balance 9733 Name 9733 Address 9733 Credits Cards Used 9733 Country 9733 Last Order Thanks



[Bulk] [Sticky] FRESH CCV, CCN ONLY US GOOD AND QUALITY...MAKE SURE BALAN Item # 82584 - CVV & Cards / CVV & Cards - akanivn (871)

/lews: 10596 / Bids: Fixed price Quantity left: Unlimited (124 automatic items)



CVV & Cards

$\forall \ $	Fraud	17297
	☐ Accounts & Bank Drops	9520

☐ Dumps	798

Other 2467

□ Personal Information & Scans





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2794

What does the future hold?

- Breaches beyond loss / theft of sensitive data...
 - Internet of Things (IoT) -- Estimated ~50B devices by 2020
 - Industrial Control Systems (Phys. disruption & destruction)
 - Medical Devices
 - Pirates?

BuzzFeedNews

How Pirates And Hackers Worked Together To Steal Millions Of Dollars In Diamonds

Late on a Friday afternoon in early 2015, Chris Novak got a strange call. As the director of Verizon's investigative response team, he was accustomed to desperate corporations dialing into the group's 24-7 hotline to stanch the bleeding caused by cybersecurity crises — credit card fraud, financial fraud, intellectual property theft. "We operate an emergency room for IT and data breach emergencies," Novak said.

But the company on the other and of the line, a major Middle Eastern shipping













BreachCoach®



Quiet Audit*

Thank you!

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