

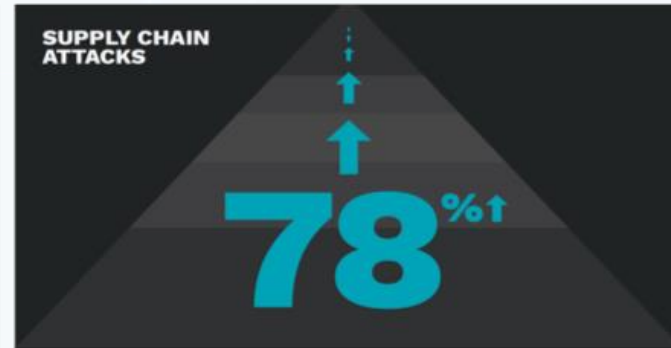
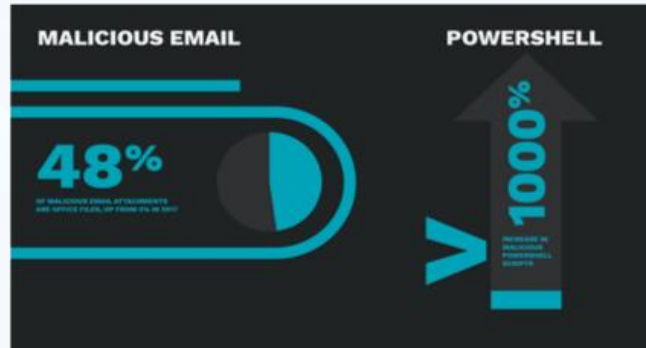
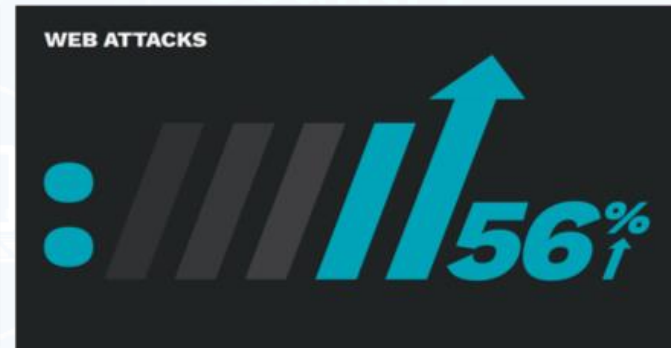
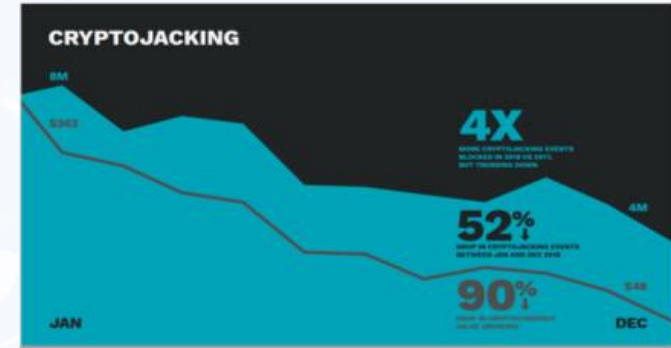


**INTERSECTION OF IDENTITY THEFT AND CYBERCRIME**  
2019 VOCA National Training Conference

AUGUST 15, 2019

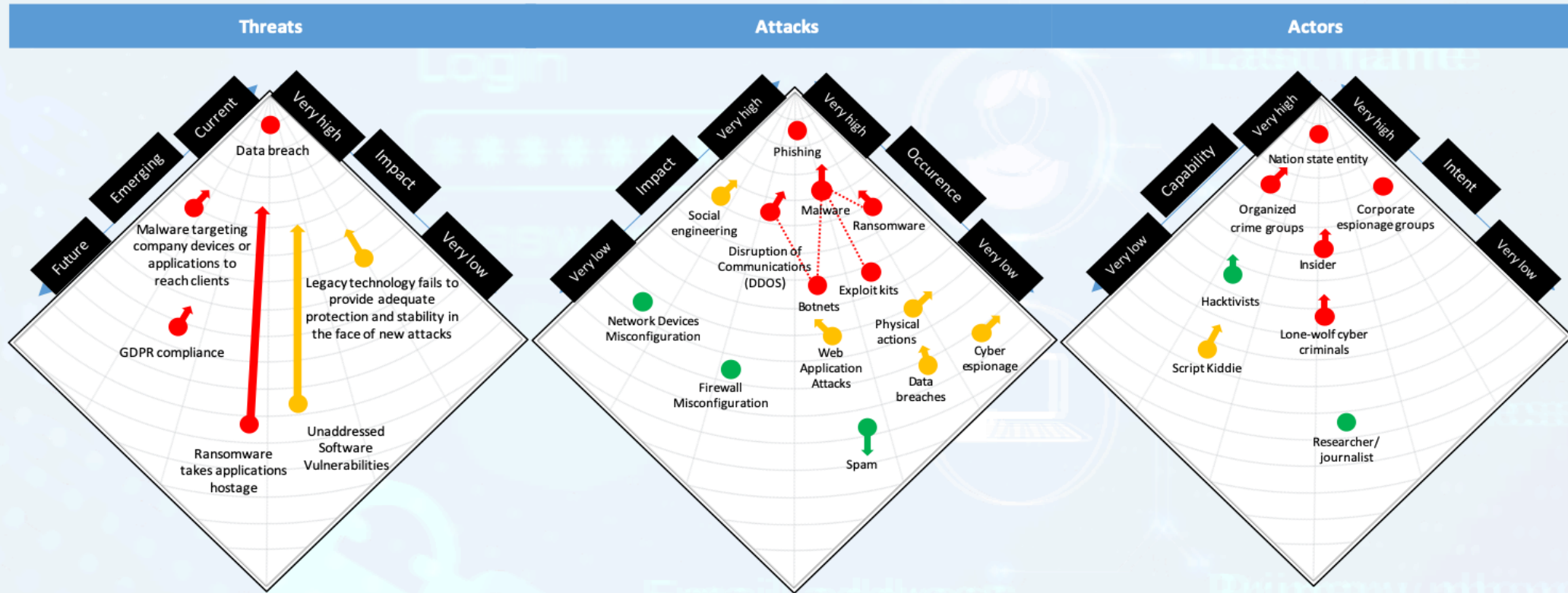
**Mary Ellen Seale**  
Chief Executive Officer  
National Cybersecurity Society (NCSS)

# Cyber Crime in 2018: Big Numbers & Growing



Source: Symantec ISTR Feb 2019

# The Growing Sophistication of Cyber Threats



Source: Deloitte Threat Intelligence & Analysis programs

- Attacks on businesses are motivated by monetary gain, intelligence gathering, or hacktivism
- Bad actors are better organized and adaptable in capabilities to pursue the easiest targets
- Legacy technology and unaddressed vulnerabilities are the most susceptible areas

# About NCSS

*We make cybersecurity easy, accessible and affordable*

- Help you understand your cyber risk
- Assess cyber risk via NCSS CARES
- Provide advice on cybersecurity services
- Access to affordable and vetted cybersecurity products and services
- Educational events, tools, services
- Provide best practices, how-to-guides, tips, conferences, webinars, articles, and other educational materials
- Collaborate with cybersecurity vendors to ensure the best service delivery
- “Ask-an-Expert” services
- Facilitate information sharing as an ISAO



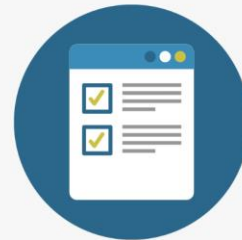
## Small Business Support

We help your small business succeed in the digital economy.



## Business Identity

Learn how to protect your most valuable assets – your **reputation, identity and creditworthiness.**



## Incident Reporting

Find out how reporting a cyber incident via our ISAO affords your business liability and litigation protection.



## Member Perks

Becoming a member provides your business access to products and services at affordable rates.



# THE WORLD we live in

## Business Status

- Business plans may not address cyber
- Audit – Cyber findings
- No Budget for IT security
- Unsure how much to spend on IT security
- May not have a dedicated CISO
- Reputation/Business Identity
- Remote access
- No cyber insurance
- Crisis management strategy
- Not focused on cybersecurity
  - No sense of urgency
  - Limited time, money, knowledge, skills
  - Faith in “security through obscurity”

## Technical Environment

- Use of cloud-based services
  - Software as a Service (SaaS)
    - Office 365, G Suite, Online CRM, accounting, HR, etc.
  - Platform as a Service (PaaS)
    - AWS, Microsoft Azure, Google Cloud
- IoT
- HTTP and web-hosting;
- Home or shared networks
- Personal laptops and mobile devices
- No data management plan/strategy
- No employee training

# Data Breaches

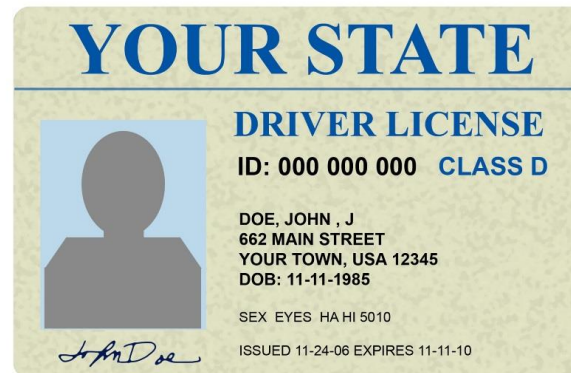
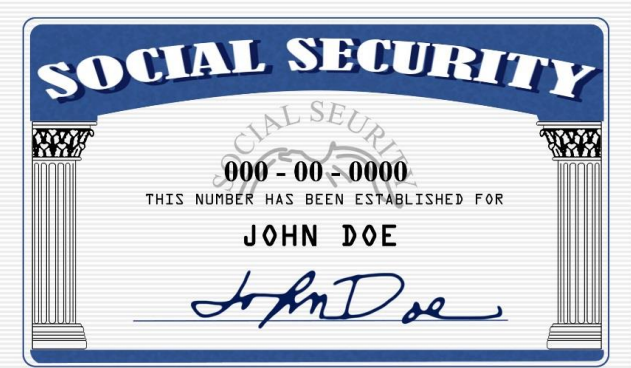
- ✓ 81% of data breaches leveraged either stolen or weak passwords

*Verizon Data Breach Investigations Report, 2017*

- ✓ 91% of all data breaches involved a phishing email

*PhishMe Research, 2017*

**Once hackers are in – they can steal your data, damage your data, or hold it for ransom**



- Do you know who to call?
- Do you know what to do?
- Are you required to report the incident?  
If so, to whom?
- Should you involve law enforcement?  
If so, why and how?



A breach has serious consequences if not handled properly.

There are 50 different breach laws in the US.

NCSS is an ISAO.  
What is that?

# Incident Reporting

Has an incident occurred with which you need immediate help?

Join NCSS? 

- NCSS is an “Information Sharing and Analysis Organization”, <https://www.isao.org/information-sharing-groups/>
- We help our members recover and report cyber crimes. We report key indicators to DHS – anonymously – to afford you liability and litigation protection under the Cybersecurity Information Sharing Act of 2015

*The NCSS is here to help*





**How to  
contact us:**

The National Cybersecurity Society  
1215 31<sup>st</sup> Street, NW #3921  
Washington, DC 20027

**Contacts:**

Mary Ellen Seale – [ME@theNCSS.org](mailto:ME@theNCSS.org)  
Chiranjeev Bordoloi – [CJ@theNCSS.org](mailto:CJ@theNCSS.org)  
Will R. Seale – [WR@theNCSS.org](mailto:WR@theNCSS.org)  
[WEB@thencss.org](mailto:WEB@thencss.org)

**Or visit our website:**

[www.nationalcybersecuritysociety.org](http://www.nationalcybersecuritysociety.org)

Follow us on Twitter:  
[@TheNCSS](https://twitter.com/TheNCSS)



**IDENTITY THEFT  
RESOURCE CENTER**





# Emotional Reactions

**Frustration/annoyance (80%)**

**Fear for financial security (67%)**

**Violated (66%)**

**Helpless/powerless (53%)**

**Loss of ability to trust (44%)**

**Suicidal (7%)**





# Behavioral & Physical Reactions

<b>Sleep disturbances (48%)</b>
<b>Inability to concentrate (37%)</b>
<b>Fatigue (35%)</b>
<b>Headaches (34%)</b>
<b>Panic attacks (27%)</b>





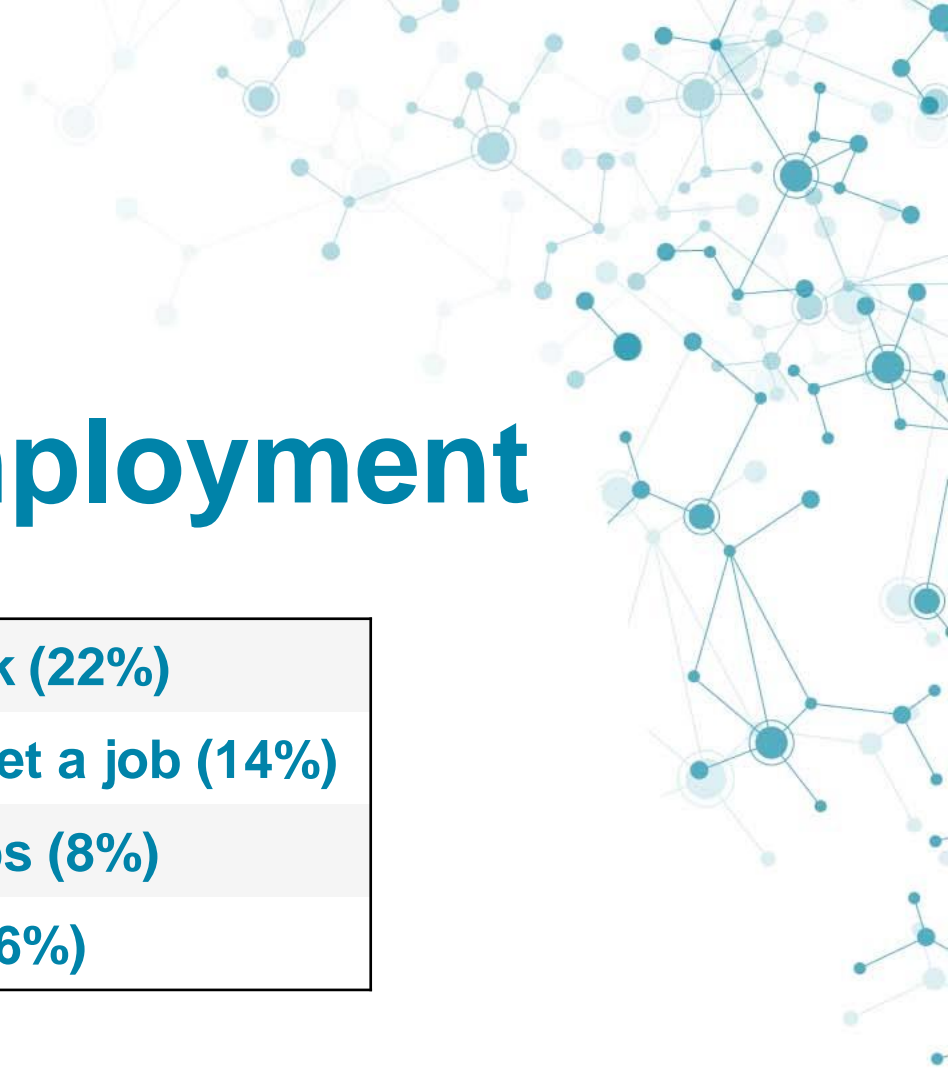
# Impact: Credit & Financial

**Credit affected or denied (38%)**

**Credit cards cancelled (12.5%)**

**Used existing cards (12%)**

**Applied for gov't benefits (11%)**



# Impact: Employment

**Time off work (22%)**

**Affected ability to get a job (14%)**

**Changed jobs (8%)**

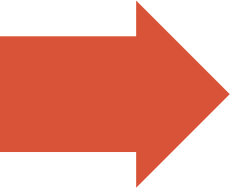
**Lost job (6%)**



# Impact: Housing

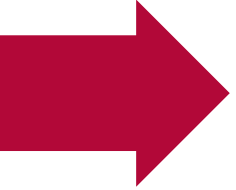
**Unable to rent or find housing  
(16%)**

**Relocated or Moved (15%)**



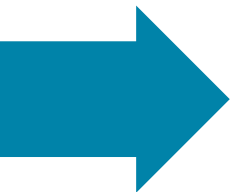
# ID Theft 56%

Percent of Personal Information ID Theft victims that found victimization moderately or severely distressing



# Simple Assault 56%

Percent of Simple Assault victims that found victimization moderately or severely distressing



# ID Theft 92%

Percent of identity theft victims that found victimization moderately or severely distressing



## THE DOMINO EFFECT

- Borrowed money from family/friends (25%)
- Delayed educational opportunities (13%)
- Used online accounts less frequently or not at all (33%)
- Closed existing online accounts (27%)



**IDENTITY THEFT**  
**RESOURCE CENTER**







**IDENTITY THEFT  
RESOURCE CENTER**



# OUR MISSION

Empower and guide consumers, victims, government and industry to minimize risks and lessen the impact of identity crimes.





# 14.4 Million

Were hit with some kind of ID theft last year



# 126% Increase

Of personal consumer records exposed in  
2018 compared to 2017 - *ITRC 2018 End-of-Year Data Breach Report*



# 400 Million SSNs

Exposed in the 1,200 breaches in 2018

## OUR SERVICES

- Identity Theft Remediation
- Consumer Education
- Research/Survey Reports
- Data Breach Reports
- Scam/Fraud Alerts
- TMI Email Weekly
- ID Theft Help App



WHEN YOU  
**NEED**  
AN  
**IDENTITY  
CRIME  
RESOURCE**



Featured on  **NEWS**

**ID Theft Help App:**  
[idtheftapp.download](https://idtheftcenter.org/idtheftapp)

**for free case  
management tools**





# 100,000+ Individuals

Number of unique individuals helped at no-cost through our toll-free call center since 2006



# 1.7 Million Views

On [idtheftcenter.org](http://idtheftcenter.org) in 2018



# 29.9 Million Individuals

Reached through partner activities



**IDENTITY THEFT**  
**RESOURCE CENTER**

