Cybercrime – protecting your firm

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What are we going to cover?

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- Quick cybercrime quiz
- Developing situation
- Preview of our thematic project findings
- Firm experiences
- Future developments
- Quiz answers
- Top tips

The developing situation

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- What has changed
- What is coming
- The latest advice

What has changed – the crimes

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Cybercrime is getting more sophisticated and can be hard to prevent

Half of all reports are email modification frauds – a decline

Residential conveyancing main target – but not the only one

What has changed – the consequences

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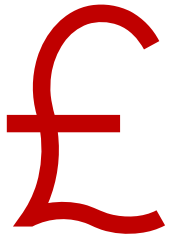
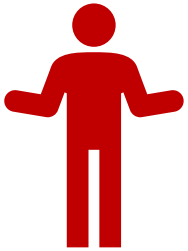


Average loss of £60,000 client money for successful attacks



Losses are not just financial for victims

Costs to firms £4k+ per attack, £22k+ for larger

Thematic visits

- Visited 40 firms to understand the impact of a cybercrime attack.

Visits results - cyber attacks

- During visits firms identified more cyber attacks and confirmed they did not adequately record them
- 2 firms had more than 100 cyber attacks every year
- 31 firms were successfully targeted by fraudsters between 2016 and 2019

Visits results - financial impact

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Firms

- Stolen client money amounted to £4m+ in 23 firms
- £3.67m paid out by insurers on behalf of 16 firms
- Almost £400k paid by 18 firms

Visit results - people and policies

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People

- Firms told us people were their main vulnerability when it comes to cyber security
- 11 firms had inadequate policies
- 10 firms had inadequate controls

Mitigation

- How many of you know what the Cyber Essentials Plus Certification is?

- How many of you have the certification?

Mitigation

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5 firms had Cyber Essentials Plus Certification

All these firms were judged to have good written processes and controls

All were judged to have a good approach to cyber security

Thematic visits

- 40 firms reported a cyber incident
- What was the impact?
- Had they mitigated the risk?

Case study 1

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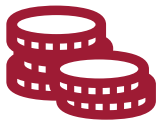
- **Entity:** Small Firm

- **Type of attack:** Email Modification Fraud

- **Funds transferred:** £400k

- **Firm losses:** £5k Excess, £900 compensation



Impact and mitigation

- Time and effort dealing with an investigation
- Cash flow issues
- Complaint, compensation and bad publicity
- New payment procedures

Case study 2

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- **Entity:** A Large Firm (Turnover:>£5m)

- **Type of Attack:** Ransomware

- **Cost of Overall Mitigation:** £50-60k

Impact and mitigation

- Firm Closure for 2 weeks
- Up to £150k in lost revenue
- Emotional toll on staff
- Improved systems and training procedures

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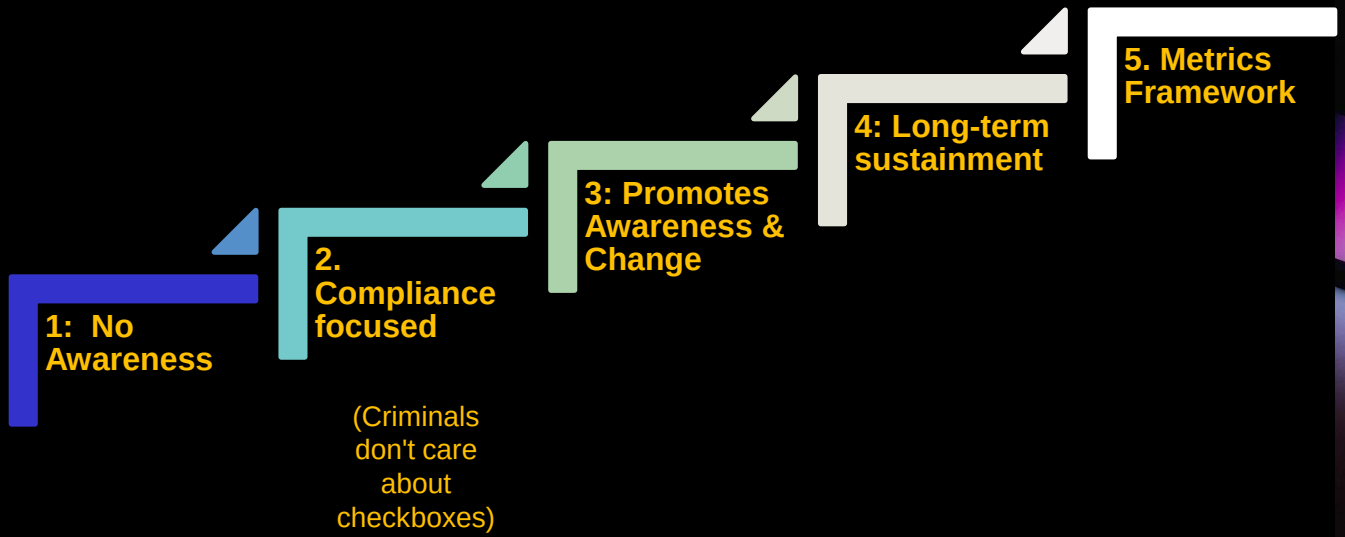
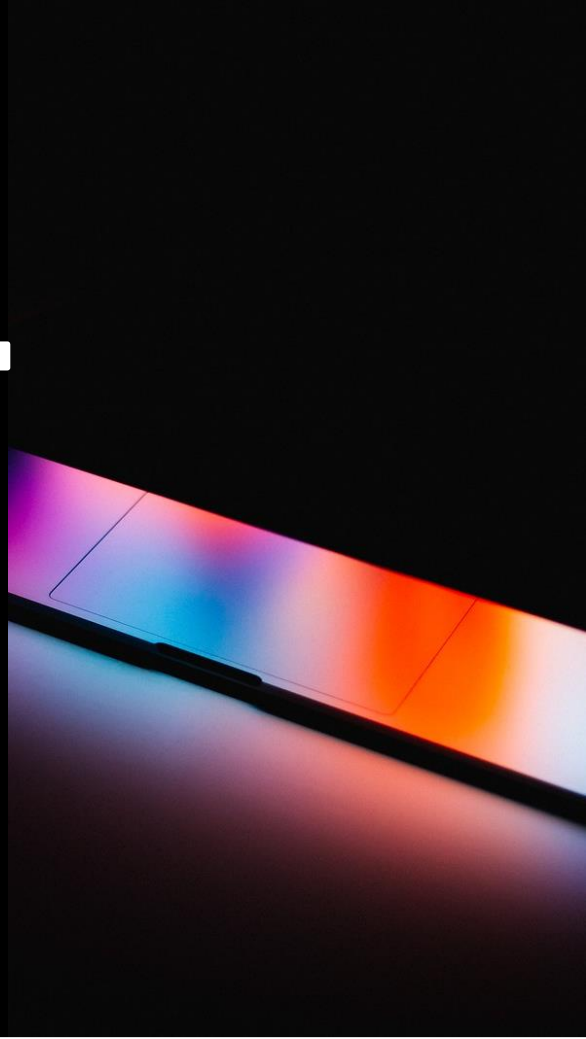
Security Awareness Roadmap





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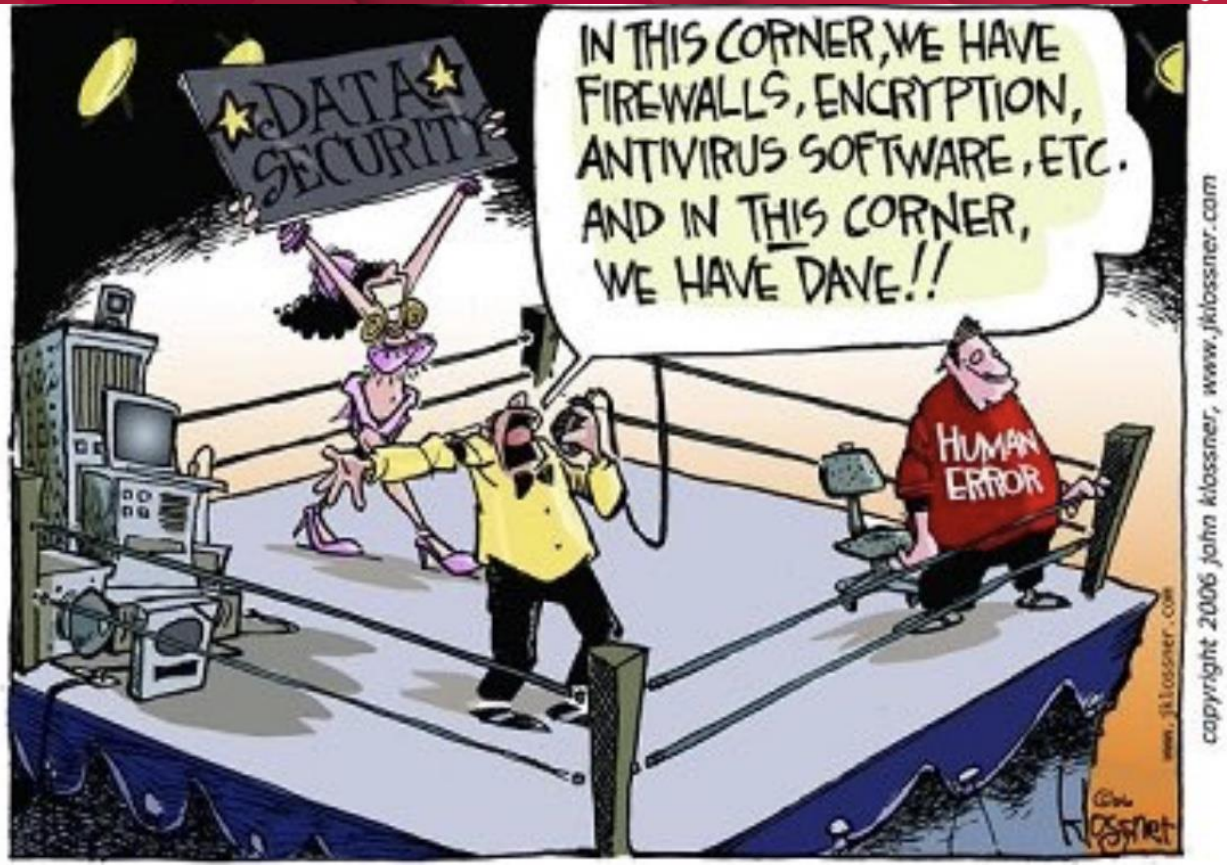
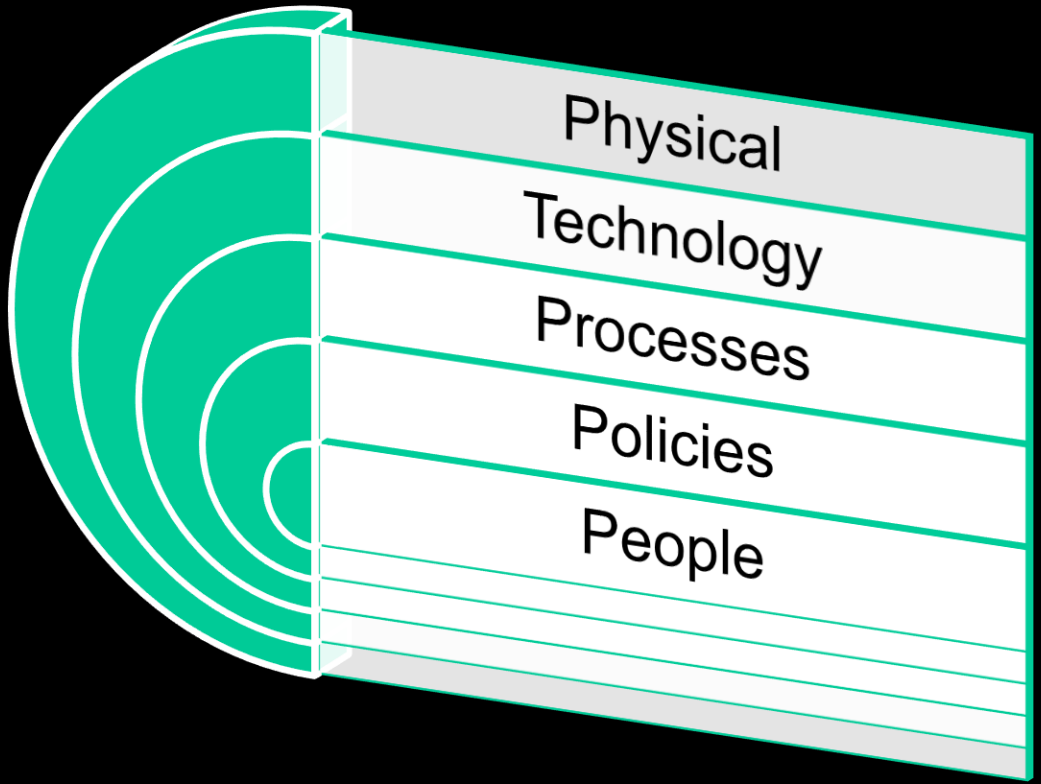
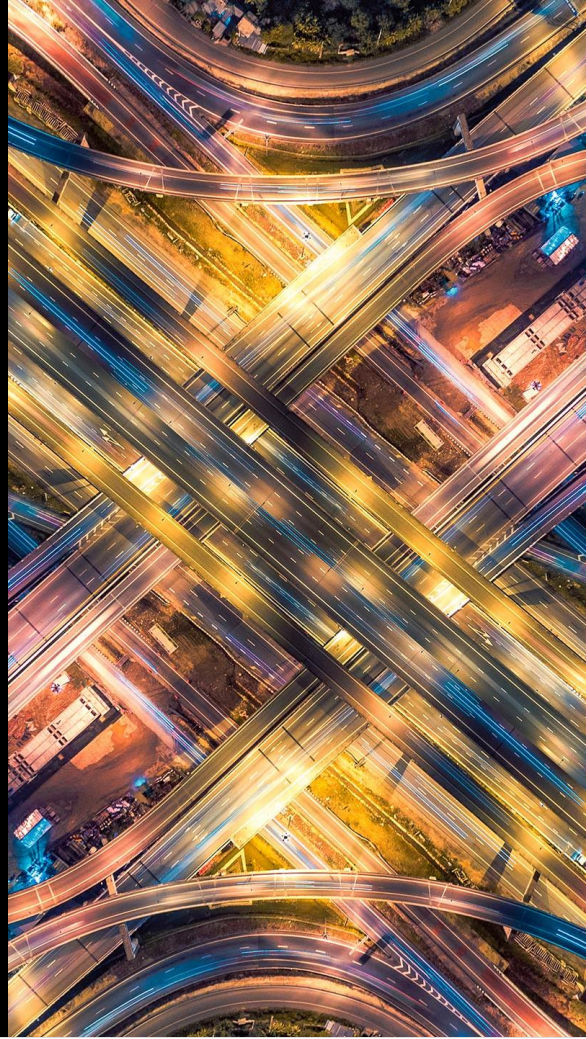
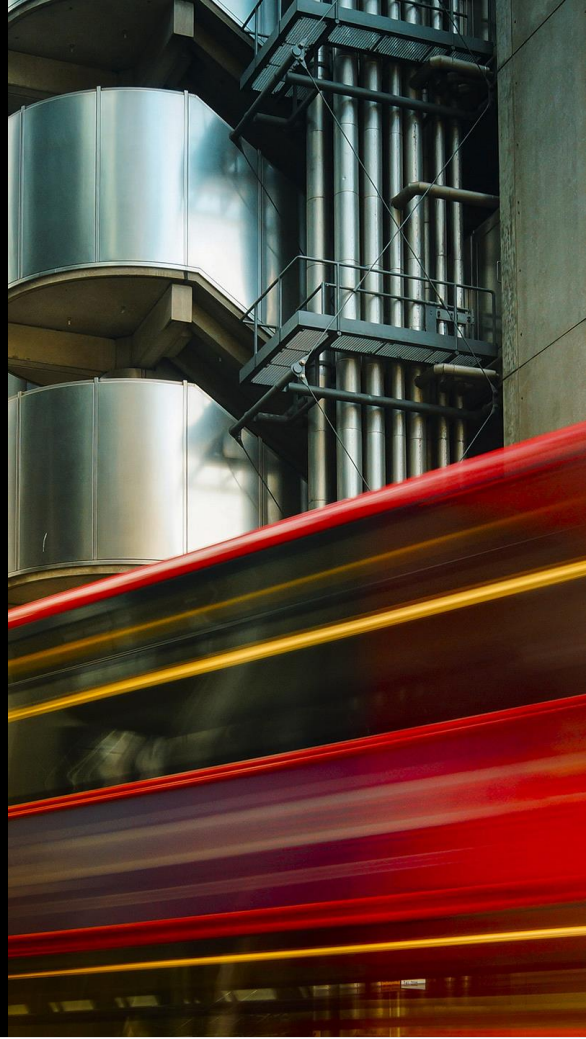


Layers of defence





human firewall



Be Safe

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Be Safe @ home
At DLA Piper we use layers of security to protect you and your information from cyber threats.
Unfortunately residential and public spaces don't have this level of security.
Find out how to stay safe when working away from the office at:
http://internal.dlapiper.com/besafe
Be Safe
Client data
Your search engine data
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Your personal information is at risk
It's our shared responsibility to keep ourselves, our community, our clients and the firm safe.
In support of this, during October Cyber Awareness Month we're launching a new programme...
Be Safe
Providing the latest guidance from across the business.
Client information
Colleague information
Company financials
Your search engine data
Find out more at:
http://internal.dlapiper.com/besafe
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Takeaways

People are your first and last line of defence

Talk to them in a language they can relate to

Show your staff how to take responsibility

Responding to the threat

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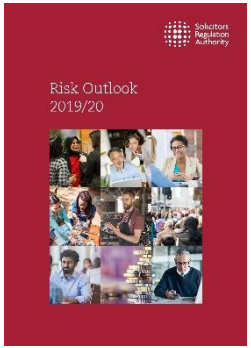
Enforcement Strategy – taking a proportionate approach



Using our Risk Outlook to get the best advice to you

Our published papers

Cybercrime thematic report

What is coming

Confirmation of payee scheme from March 2020

£

New Accounts Rules – easier to use third-party managed accounts

Five things to consider

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1. Do you have a no blame culture? A swift response to a cybercrime attack could be crucial

2. People are the key – support your staff

3. Monitor attacks – record, analyse, respond

4. Look at the Cyber Essentials website - cyberessentialsonline.co.uk

5. Continue to review and adapt your policies and procedures