

Insurance Sector

Source: Deloitte Report



Case 1

Hackers steal personal data about customers -- and potential customers

Organization

A group of large insurance and financial services companies.

Scenario

Cyber-criminals breached the company database and stole information of more than one million customers and sales prospects, including driver's license data and social security numbers.

Attackers and motivation

Cyber-criminals were after personal identifiable information in order to sell it on the black market for identity fraud purposes.

Techniques used

Part of the network used by the organization's members was breached by cyber-criminals and used to steal customer information.

Business impact

The organization was obliged to provide affected customers with free credit monitoring for a year, and to reimburse all damages resulting from the breach. In addition to those tangible costs – which were substantial -- the organization suffered significant brand damage and loss of trust.