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## **For Immediate Release**

### **Results of FS-ISAC Commercial Account Takeover Survey Now Available**

Reston, VA – The Financial Services - Information Sharing and Analysis Center (FS-ISAC), as part of its ongoing effort to promote sector cooperation against physical and cyber security threats, has announced the completion of its fourth Commercial Account Takeover Survey.

The data provided by FS-ISAC member financial institutions indicate that these institutions have become more successful in preventing account takeovers and reducing the likelihood of funds leaving a given account. However, the data also reflect the evolving tactics employed by financial institutions in order to detect and prevent losses from account takeover attacks.

This survey (and tabulation of results) was conducted by the American Bankers Association, included 100 financial services firms (95 financial institutions and 5 service providers), and covered the full calendar years 2009 through 2011 as well as the first half of 2012. Selected results are shown below.

Frequency of reported account takeovers:

- 2.11 per 1,000 commercial customers in 1H 2012 (3.42 per 1,000 in 2011)

Of all reported account takeovers:

- 65% in 1H 2012 did not involve monetary transactions
  - Compared to 53% IN 2011 and 6% in 2009
- 9% resulted in funds leaving the institution
  - Compared to 12% in 2011 and 70% in 2009

For takeovers where monetary transactions were created:

- 76% in 1H 2012 involved wire transfers (with 4% ACH and 18% check writing and other)
  - Compared to 96%, 4% and 0% in 2011, respectively

Where funds were fraudulently transferred from the financial institution:

- 82% in 1H 2012 involved wire transfers (with 14% ACH and 4% check writing and other)
  - Compared to 91%, 9% and 0% in 2011, respectively
- 39% of losses involved wire transfers (with 52% ACH and 9% check writing and other)
  - Compared to 73%, 27% and 0% in 2011, respectively

The following solutions were reported as most effective at reducing account takeover fraud:

- Customer education
- Temporarily shutting down affected online customer's access
- Manual review of ACH/wire transactions above a certain dollar amount
- Analysis of customer login characteristics/patterns
- Interrogation of customer sessions to detect anomalous traffic

The FS-ISAC was launched in 1999 by the financial services sector in response to Presidential Directive 63. FS-ISAC's mission is to facilitate the sharing of physical and cyber security information between the government and member financial institutions, between members, and with other sectors in order to help protect the U.S. financial services critical infrastructure. For additional information please contact Beth Hubbard at [bhubbard@fsisac.us](mailto:bhubbard@fsisac.us).