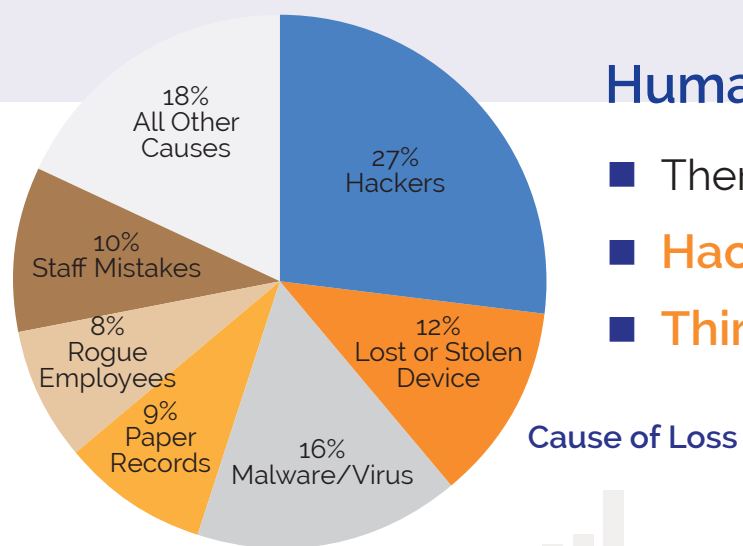


# 2017 Cyber Claims Study Highlights

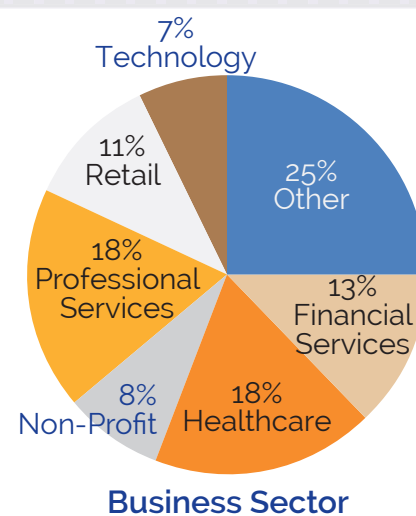
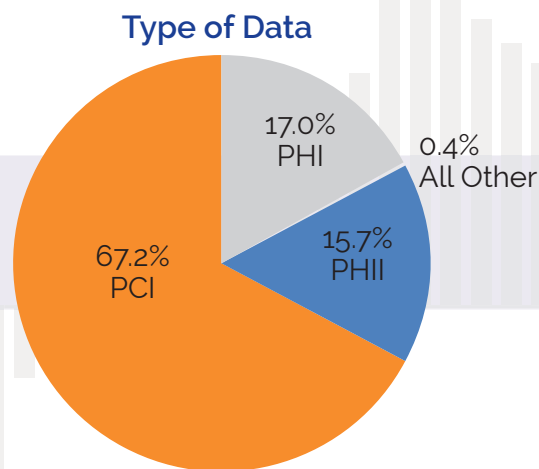
## Humans are the **WEAK LINK**



- There was **insider involvement** in **25%** of the incidents
- **Hackers** caused **27%** of the incidents; **Malware/Virus 16%**
- **Third Parties** (vendors) accounted for **13%** of the incidents

## The target is **PRIVATE INFORMATION**

- **1.8M records** lost on average  
The median number of records lost was 1,091
- **PCI** was the **most frequently exposed data**  
Followed by PHI and PII
- **Healthcare** and **Professional Services** were the most breached sectors (**18%** each)  
Followed by Financial Services 13%, Retail 11%, Non-Profit 8%, and Technology 7%



## Recovery is **COMPLEX & EXPENSIVE\***

### HOW MUCH?

- **\$349K** was the average **breach cost**
- Average **cost per record** was **\$8,119**

\*Aggregated 2014-2017

### SPENT ON?

- **Crisis Services** averaged **\$249K**
- **Legal Defense** averaged **\$121K**
- **Legal Settlement** averaged **\$255K**

**\$696K**  
was average for  
**Regulatory Defense**

**\$5.9M**  
was average for a  
**Large Company**

**\$61K**  
was average for  
**Ransomware**

**\$717K**  
was average for  
**Healthcare**

**\$107K**  
was average for  
**Phishing**

Sponsors  
AllClear ID  
RSM  
Cipriani & Werner  
Symantec