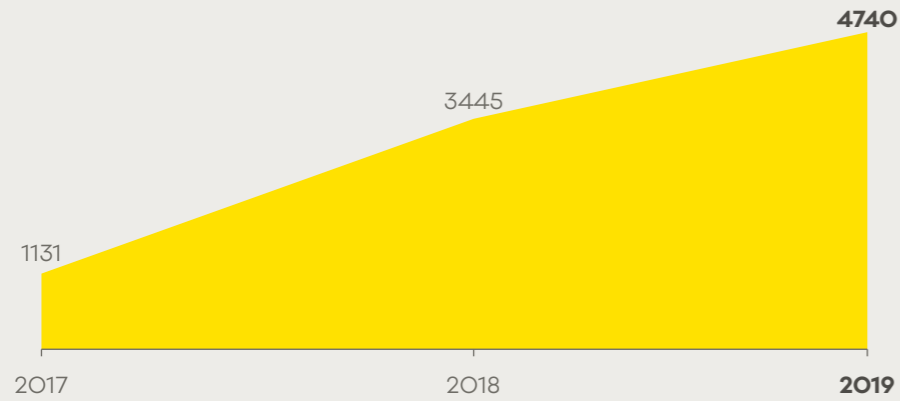


## What we've seen

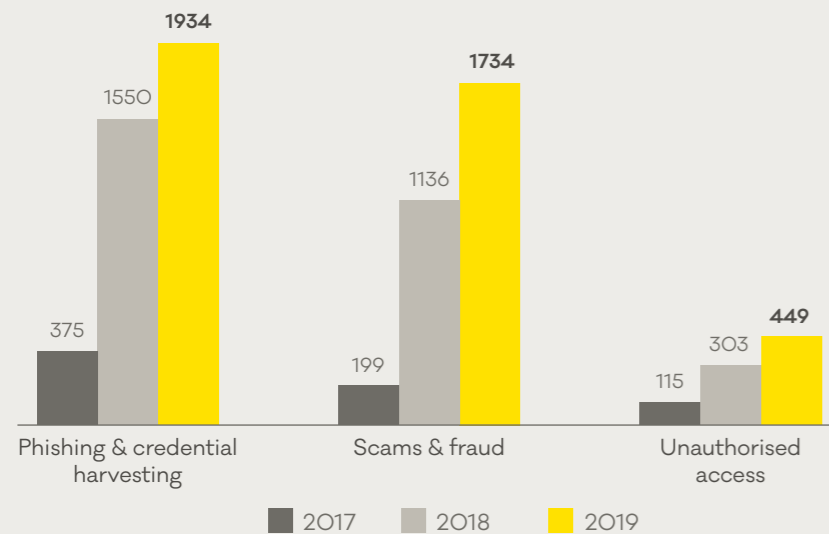
### Reported incidents



In 2019, incidents reported to CERT NZ **increased by 38%**.

These reports were received from individuals, small businesses and large organisations from all over New Zealand.

### Top incident categories

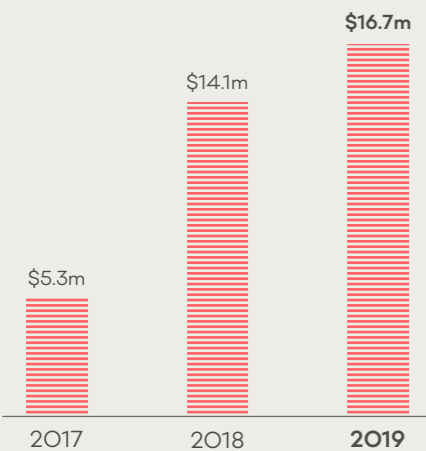


↑ 25% increase in **phishing and credential harvesting** reports from 2018.

↑ 53% increase in **scams and fraud** reports from 2018.

↑ 48% increase in **unauthorised access** reports from 2018.

### Financial loss

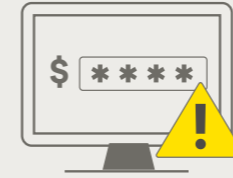


15% of reports to CERT NZ had some form of financial loss with a **total value of \$16.7 million**.

689 incidents reported a **financial loss in 2019**.

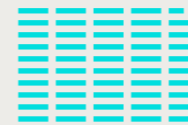
603 incidents reported a **financial loss to individuals**.

### Top types of scams and fraud

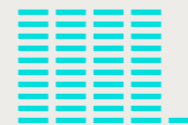


Scams and fraud accounted for **\$14.5m of loss**. That's 87%

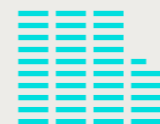
of total losses reported to CERT NZ in 2019.



Almost \$5 million lost to unauthorised or falsified transfer of money.

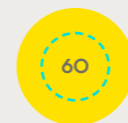


Over \$4 million lost to scams when buying, selling or donating goods online.



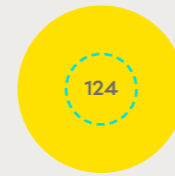
Almost \$3.6 million lost when asked to pay money upfront (e.g. invoice scam).

### Vulnerability reporting



2019

Vulnerability reports present a chance to prevent a cyber security incident before it occurs. Vulnerabilities reported to CERT NZ range in severity and complexity.



2018

60 vulnerabilities were reported to CERT NZ in 2019.

■ Total vulnerabilities  
□ CVDs

20 CVDs were managed under our coordinated vulnerability disclosure service.

## What we've done

### Global CERTs



We worked with **over 40 foreign CERTs and international partner organisations**. These include AP CERT, ACSC, alongside others from further afield: KZ-CERT, CERT-EE, and CERT Tonga.

### Partners



This **Cyber Smart Week** we had the highest ever number of partner organisations on board.

122 partners up 28% on 2018

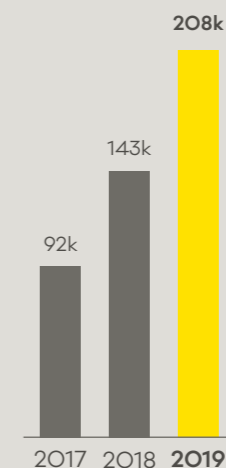
### Advisories

5 Advisories to individuals and businesses.

9 Advisories to IT specialists

**Advisories are our early warning system for New Zealanders.** We triage incident reports we receive, and information about international cyber threats to get timely, actionable advice out to New Zealanders **so they can protect themselves online**.

### Website



208,000 website visits up 45% on 2018

Our most popular pages for IT specialists was our advisories page with **38k page views**.

For businesses and Individuals our top guides were our **'top 11 cyber security tips for your business'** and **'keep your data safe with a password manager'**.