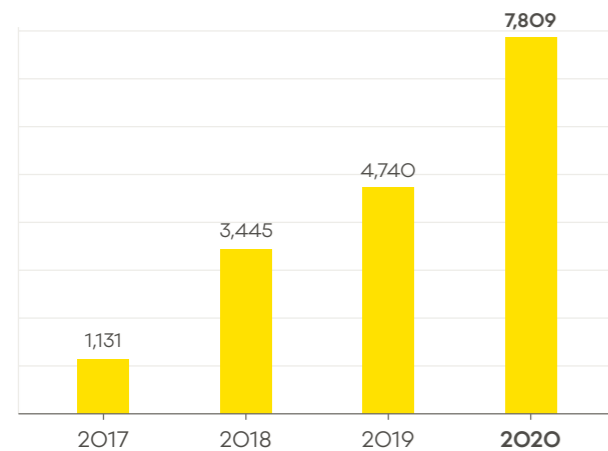


What we've seen

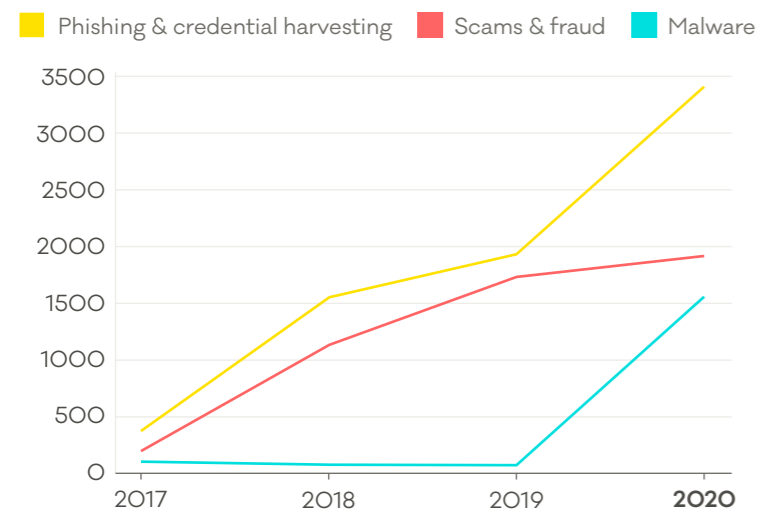
Reported Incidents



In 2020, 7,809 incidents were reported to CERT NZ, a 65% increase on 2019.

Individuals, small businesses and large organisations from all over New Zealand submitted incident reports.

Top incident categories



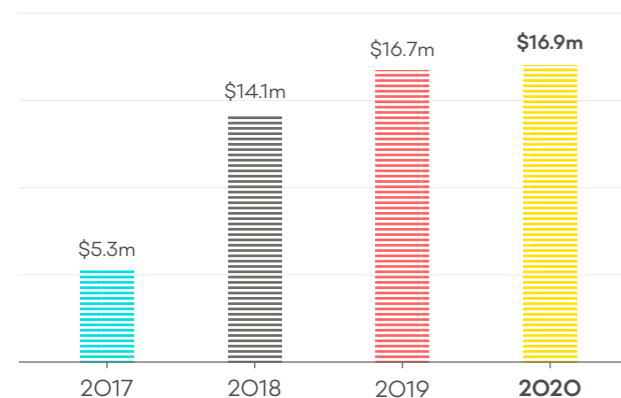
Malware has replaced unauthorised access in the top three incident categories in 2020, with 'Phishing & credential harvesting' and 'Scams & fraud' remaining.

3,410 phishing and credential harvesting reports, up 76% on 2019

1,920 scams and fraud reports, up 11% on 2019

1,560 malware reports, up 2008% on 2019

Financial loss

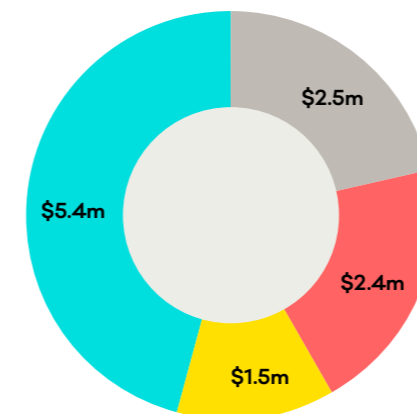


14% of reports made to CERT NZ had some form of financial loss, **with a total value of \$16.9 million.**

Top types of scams and fraud

Scams and fraud breakdown

Scams and fraud accounted for almost \$12 million (69% overall financial loss).



- Almost **\$5.4 million** was lost to **unauthorised or falsified money transactions.**
- Other scams and fraud **\$2.5 million**
- Over **\$2.4 million** was lost to **scams when buying, selling, or donating goods online.**
- Almost **\$1.5 million** was lost to **scams about employment and business opportunity offers.**

Vulnerability reporting

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

55 vulnerabilities were reported to CERT NZ in 2020, with seven being managed under our Coordinated Vulnerability Disclosure (CVD)* service.

*The CVD service is used when the person reporting the vulnerability doesn't want, or has been unable, to contact the vendor directly. CERT NZ evaluates the scope and severity of the reported vulnerability before making the decision to apply the vulnerability disclosure coordination role.

What we've done

Get Cyber Smart



Cyber Smart Week is CERT NZ's nationwide awareness campaign. In 2020, we worked with more partner organisations to reach more people than ever before.

170 Cyber Smart partners

Exercises



In 2020, we participated in two global cyber exercises which helped us test our ability to respond to cyber security incidents, nationally and internationally.

Advisories

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.

In 2020, CERT NZ issued:

4 advisories to individuals and businesses

14 advisories to IT specialists

Website



Total website visits for 2020 was 278,128

Our most popular page for IT specialists was our **advisories page** with **47k page views**. For businesses and Individuals our top guides were the **'Top 11 cyber security tips for your business'** and **'Use two-factor authentication to protect your accounts'**.