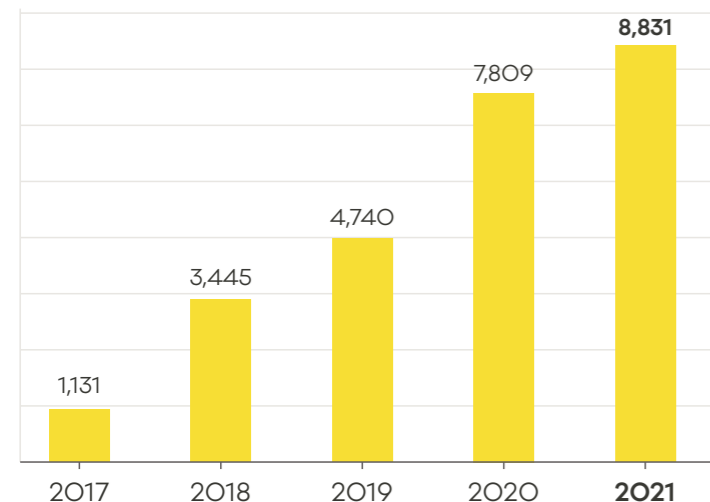


# CERT NZ 2021 Summary

## What we've seen

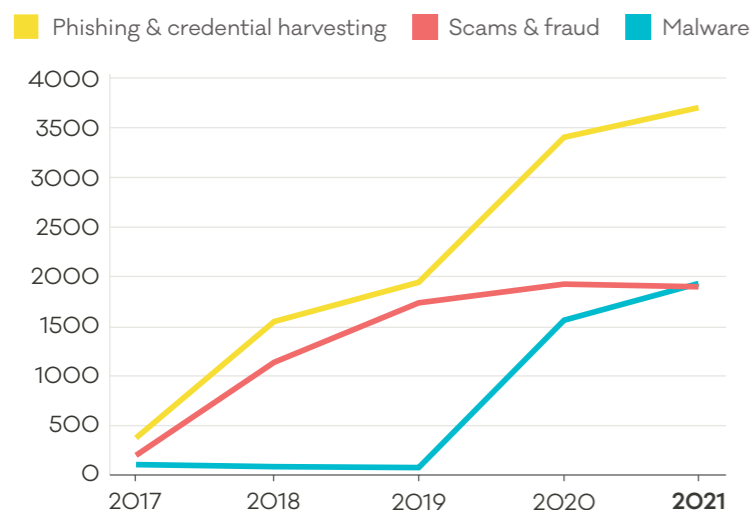
### Reported incidents



**In 2021, 8,831 incidents were reported to CERT NZ, a 13% increase on 2020.**

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

### Top incident categories



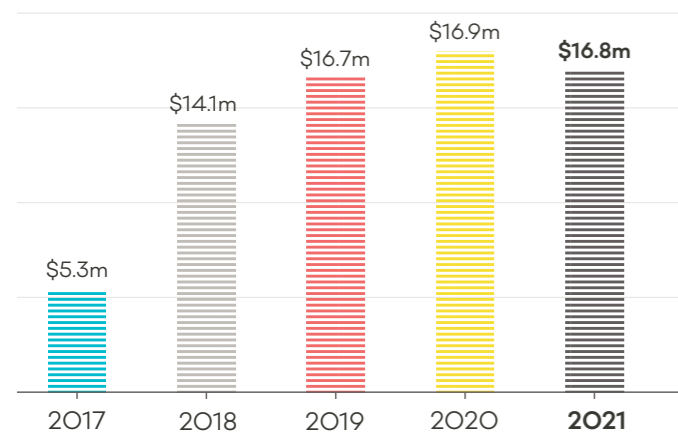
The top three incident categories remain the same in 2021. Malware moved up to second highest, above scams and fraud.

**3,709 phishing and credential harvesting reports, up 9% on 2020 ▲**

**1,930 malware reports, up 24% on 2020 ▲**

**1,897 scams and fraud reports, down 1% on 2020 ▼**

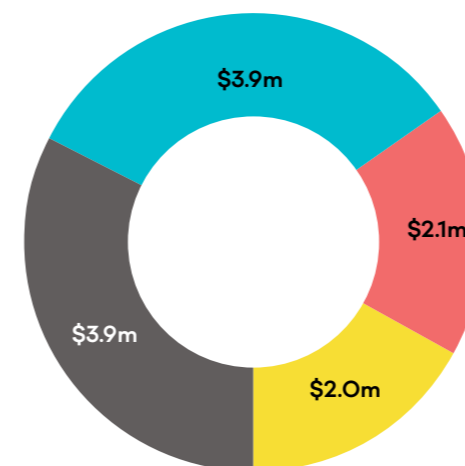
### Financial loss



15% of incidents reported to CERT NZ included direct financial loss, with a combined total value of **\$16.8 million.**

### Scams and fraud financial loss breakdown

Scams and fraud accounted for almost **\$11.9 million** in losses - 71% of the direct financial losses reported in 2021.



- Almost **\$3.9 million** was lost to **scams when buying, selling, or donating goods online.**
- Over **\$2.1 million** was lost to **scams about employment and business opportunity offers.**
- Over **\$2 million** was lost to **unauthorised or falsified money transfers.**
- \$3.9 million** was lost to **other types of scams and fraud.**

### Vulnerability reporting

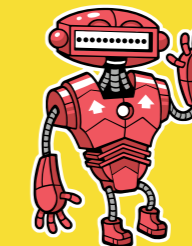
Vulnerability reports are an opportunity to prevent a cyber security incident before it occurs. Vulnerabilities reported to CERT NZ range in severity and complexity.

**64 vulnerabilities were reported to CERT NZ in 2021, with 27 being managed under our Coordinated Vulnerability Disclosure (CVD) service.**

The CVD policy is used when the person reporting the vulnerability doesn't want, or has been unable, to contact the vendor directly themselves.

## What we've done

### Get Cyber Smart



Cyber Smart Week is CERT NZ's annual nationwide campaign. In 2021, we worked with more partners who helped us reach more New Zealanders than ever before.

**290** Cyber Smart partners, a 70% increase on 2020.

### International engagements



In 2021, CERT NZ was a key part of four international working groups sharing best practice and improving our ability to understand and respond to cyber security risks, including the COVID-19 vaccine roll out.

### 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 2021, CERT NZ issued:

**9 advisories to individuals and businesses**

**23 advisories to IT specialists**

### Website



**Total website visits for 2021 was 374,589**

Our most popular pages for IT specialists was our **advisories page** with **62k page views**. For Individuals our **Report an issue** was the top page with **32k views**. Our highest performing page for businesses was our **Protecting from ransomware guide** with **12k views**.