

CASE STUDY

ENVIRONMENTAL HEALTH



— INCIDENT – PHISHING AND CYBER

As an environmental health organization, the client often dealt with third party suppliers. So, when an email impersonating an existing supplier had been received, the client assumed everything was normal. The email, requesting payment of funds, contained fraudulent bank details, to which an employee sent the requested funds.

Although this appeared to be a phishing campaign with the sole intent to steal funds, the client needed to be sure it wasn't a cyber incident that could cause widespread disruption and loss of vital data belonging to members, staff and third-party suppliers.

— AXIS RESPONSE

Although the wire fraud itself wasn't covered, as the client didn't have cover for cyber crime, AXIS was still able to assist via the Incident Response service.

The Incident Response Manager arranged for a forensic investigator, to review of all the client's accounts and assess the level of the campaign.

The investigation uncovered that several employee accounts had been compromised. The investigators discovered that unauthorized email forwarding rules had been implemented.

— OUTCOME

The client was advised to notify relevant authorities about the incident to comply with regulations. With the help of the forensic investigators, the client was able to contain the incident, and actions were put in place to secure their system against any potential problems in the future.

KEY CYBER COVERAGES TO CONSIDER

- Crime
- Incident response costs
- Security event liability

PREPARE

- Prepare an Incident Response Plan and practice it regularly
- Provide cyber security and awareness training to all staff to ensure they are educated, but also empowered to flag a problem when it arises
- Apply multi-factor authentication passwords across the business and call-back authentications for money transfers
- Keep up to date with data regulations to avoid 'own goals'

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