Cybercrime Support Network

Giving victims of cybercrime a voice.

Cybercrime Support Network is a national nonprofit whose mission is to assist individual and small business cybercrime victims before, during, and after a cybercrime incident.

Report. ❯ Recover. ❯ Reinforce.

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CYBER THREAT ALLIANCE

THE NATIONAL CENTER FOR Victims of Crime

GLOBAL CYBER ALLIANCE™

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MS-ISAC®
Multi-State Information Sharing & Analysis Center®

NCFTA®

APWG

ITRC
IDENTITY THEFT RESOURCE CENTER

NW3C

The Problem

- Millions of Americans are victims of cybercrime and online fraud each year with no clear path to reporting and recovery.

- The true rate or cost of cybercrime and online fraud to individuals and SMBs is unknown.

FBI Internet Crime Complaint Center (IC3) 2019 Annual Report

2019 Overall Statistics

IMPORTANT STATS

# of complaints reported since inception (2000)

4,883,231

Approximately 340,000
complaints received per year on average

$3.5 billion
victim losses in 2019

Over 1,200
complaints received per day on average

Actual losses could be

$338 billion per year

for 50M American consumers and SMBs.

36+ Cybercrime Categories (IC3)

Advance Fee
Auction
Business Email Compromise
Charity
Civil Matter
Confidence Fraud/Romance
Copyright/Counterfeit
Corporate Data Breach
Credit Card Fraud
Crimes Against Children
Criminal Forums
Denial of Service
Duplicate
Employment
Extortion
Gambling
Government Impersonation
Hacktivist
Harassment/Threats of Violence
Healthcare Related
Identity Theft
Lottery/Sweepstakes
Malware/Scareware
Misrepresentation
No Lead Value
Non-payment/Delivery
Phishing/Smishing
Ransomware
Real Estate/Rental
Re-shipping
Social Media
Terrorism
Virtual Currency
Virus


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WHERE DO I START

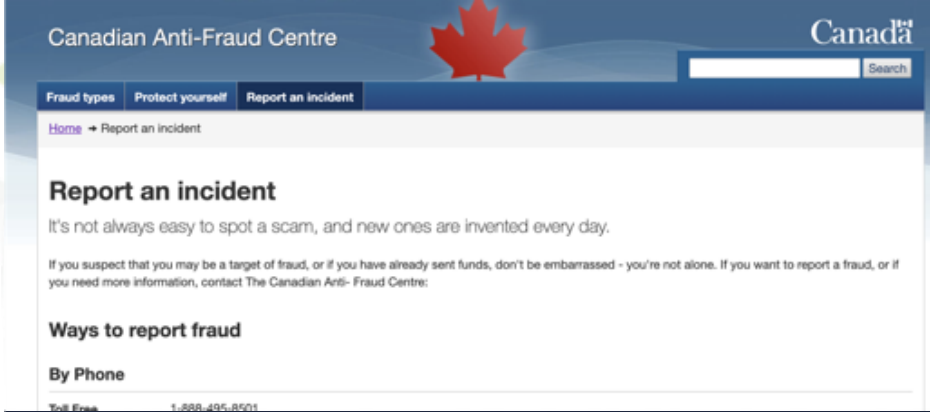
The Hotline Issue

- AARP Fraud Watch
  Scam-Tracker
- Office of Inspector General Dept. of Transportation
  https://www.oig.dot.gov/hotline
- U.S. Treasury
  IRS Impersonation Scam Reporting
- National Center for Missing and Exploited Children
  Cyber Tip Line
- Internet Crime Complaint Center FBI (IC3)
  Complaint Form
- U.S. Senate Special Committee on Aging's Fraud Hotline 1-855-303-9470
  2017 Committee Report Pages 43-47 have lists of potential places to report
- International in cooperation with FTC
  econsumer.gov
- FTC US Complaints
  ftc.gov/complaint
- National Consumers League
  fraud.org
- FTC report Identity Theft
  identitytheft.gov
- Call for Action
  Callforaction.org
- Better Business Bureau
  BBB Scam Tracker
- US Cert for Business
  Report an Incident
  Report Malware
  Reporting Phishing Email to APWG
- Consumer Financial Protection Bureau (Gov)
  Report a Complaint
  Complaint Categories
- Anti-phishing Working Group (APWG)
  https://www.antiphishing.org/report-phishing/overview/
  Forward phishing email as an attachment to: reportphishing@apwg.org.
- Identity Theft Resource Center
  888-400-5530
- AARP Fraud Watch Helpline
  Call 877-908-3360 to share your story and receive assistance from our call center

International Solutions

UK, Canada and Israel Solutions

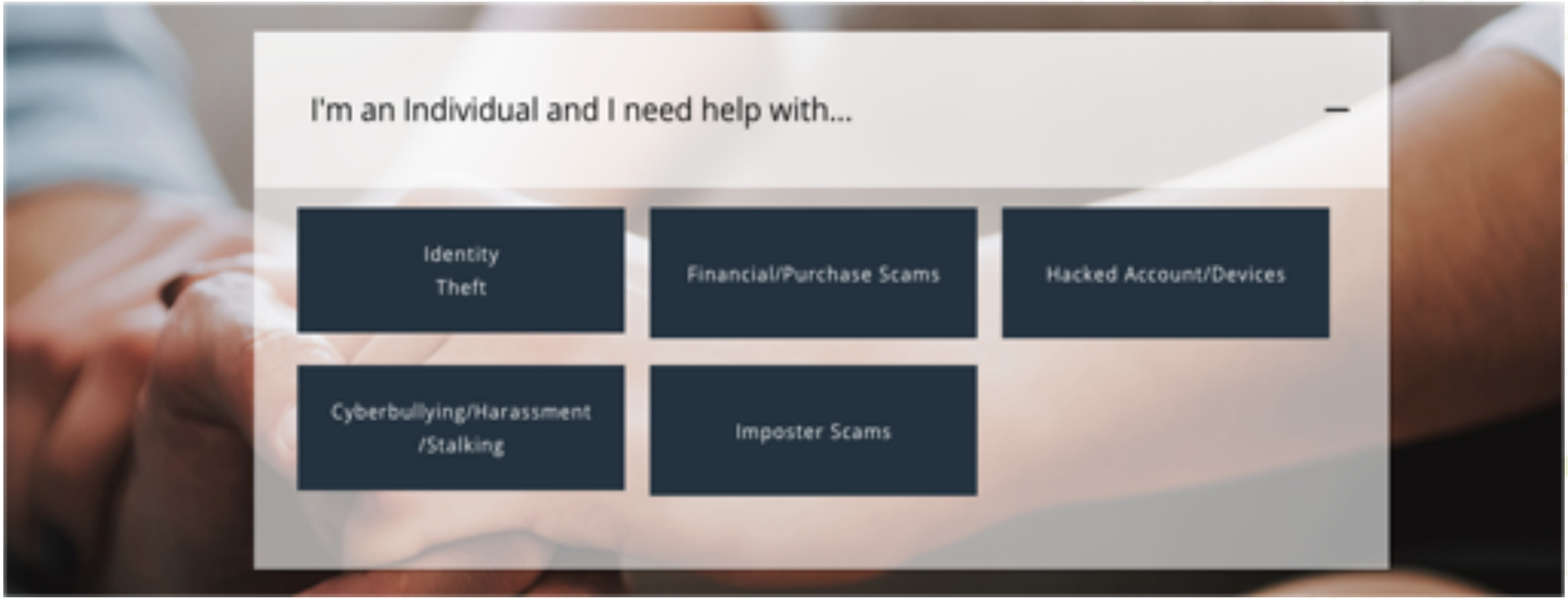
- One national number to call
- Jurisdiction legislation
- Need social workers
- **Over 50% no law enforcement response**



CSN
Solutions

FraudSupport.org

FraudSupport.org for Individuals



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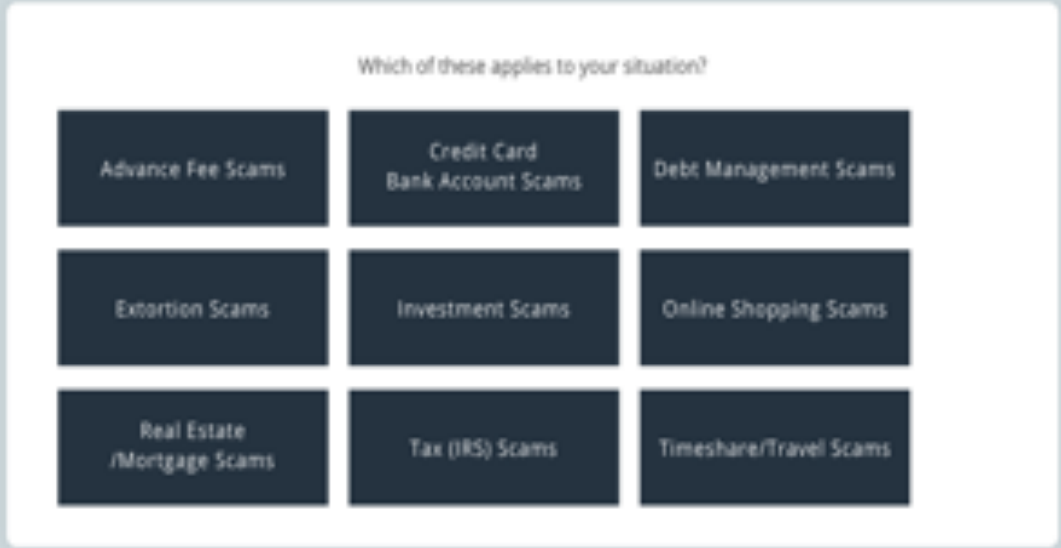
Financial /Purchase Scams

Financial/purchase scams are common and come in many forms. In these types of scams, you lose money when paying for something you never get, invest in a fake company or program, are promised help with debt that doesn't come, or send money in advance with a promise for a big payout.

We have identified nine major categories of financial / purchase scams. Click on each button to find specific information on how to **Report**, **Recover** and **Reinforce** yourself from any financial cyber-criminal activities.



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Online Shopping Scams

Did you buy something online but never got it? An online shopping scam is when an online transaction is made, but the item or service you paid for never arrives or does not exist as described.

If you think you are a victim of an online shopping scam, we recommend that you act immediately by following our guidelines below, and then proceed to our **Report**, **Recover**, and **Reinforce** sections for further assistance.

Some Immediate Action Steps to Take

- ✓ Collect all relevant documentation related to the scam and keep them in a secure file. You may need to provide this documentation when you file a report.
- ✓ If you paid with a credit card, dispute the charge with your credit card provider right away:
  - Visa 800-847-2911
  - American Express 800-528-4800
  - MasterCard 800-307-7309
  - Discover 801-902-3100
  - Capital One 800-227-4825
  - Chase 800-432-3117
- ✓ If you paid with a debit card, call your bank or financial institution.
- ✓ Report the scam to the online platform where you purchased the good or service:

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Report

Reporting cybercrime incidents to the FBI Internet Crime Complaint Center (IC3) is very important! The more national reporting data that is collected, the better the chance law enforcement has to catch the criminals and decrease online crime. Although the FBI does not resolve individual complaints directly, they will make your report available to local, state and other law enforcement partners. The FAQs about reporting can be found here. Please read the FBI/IC3 privacy policy here. (If you believe that you've received a phishing email, please forward the email directly to reportphishing@apwg.org.)

Recover

These resources have been gathered, selected and vetted to help simplify the process of recovering after a cybercrime incident has taken place. You may need to contact organizations outside Fraudsupport.org. Results will vary depending on your circumstances.

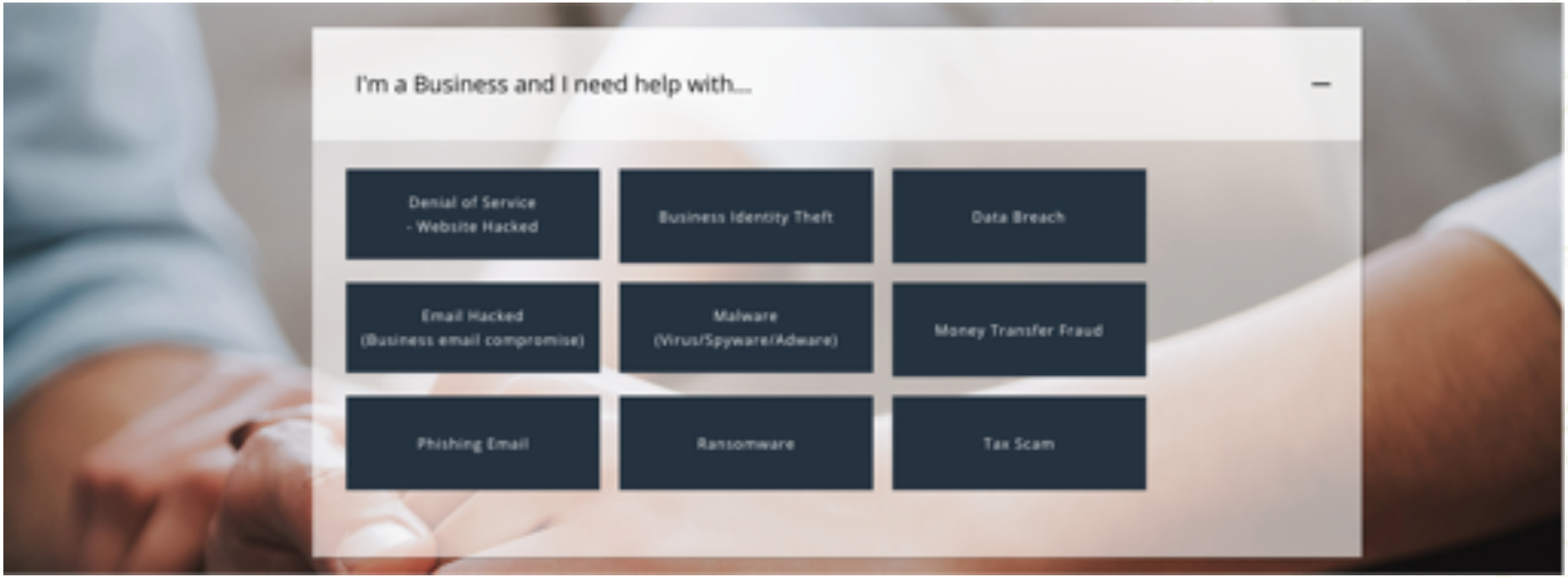
- Find local victim services near you
- File a complaint with the Better Business Bureau
- Report international scams to econsumer.gov
- Contact your State Consumer Protection Office for help.
- Get your money back

Reinforce

Once you have notified the appropriate organizations and you are on the road to recovery, it is time to reinforce your cybersecurity using these resources and tools.

- Sign-up for FTC Scam Alerts
- Before shopping, check to see if a site is safe
- Remove your name from email lists
- FTC.gov: Shopping Online
- FDIC Cybersecurity Awareness Basics
- Improve Your Security: Find cybersecurity tools to enhance your online safety.
- CSN: Black Friday and Cyber Monday Scams

FraudSupport.org for SMBs



Utilize existing national 211 infrastructure

- Victims call for support to report, recover and reinforce their security.
- 211 call specialists provide referrals to organizations or law enforcement that can help.

Get Connected. Get Help.™

Implemented Programs

- Rhode Island
- Orlando, FL
- West Michigan
- Mississippi

Upcoming Programs

- North Carolina
- New Jersey

Applications Completed

- Texas
- California
- Florida

Crime Categories Served by 211

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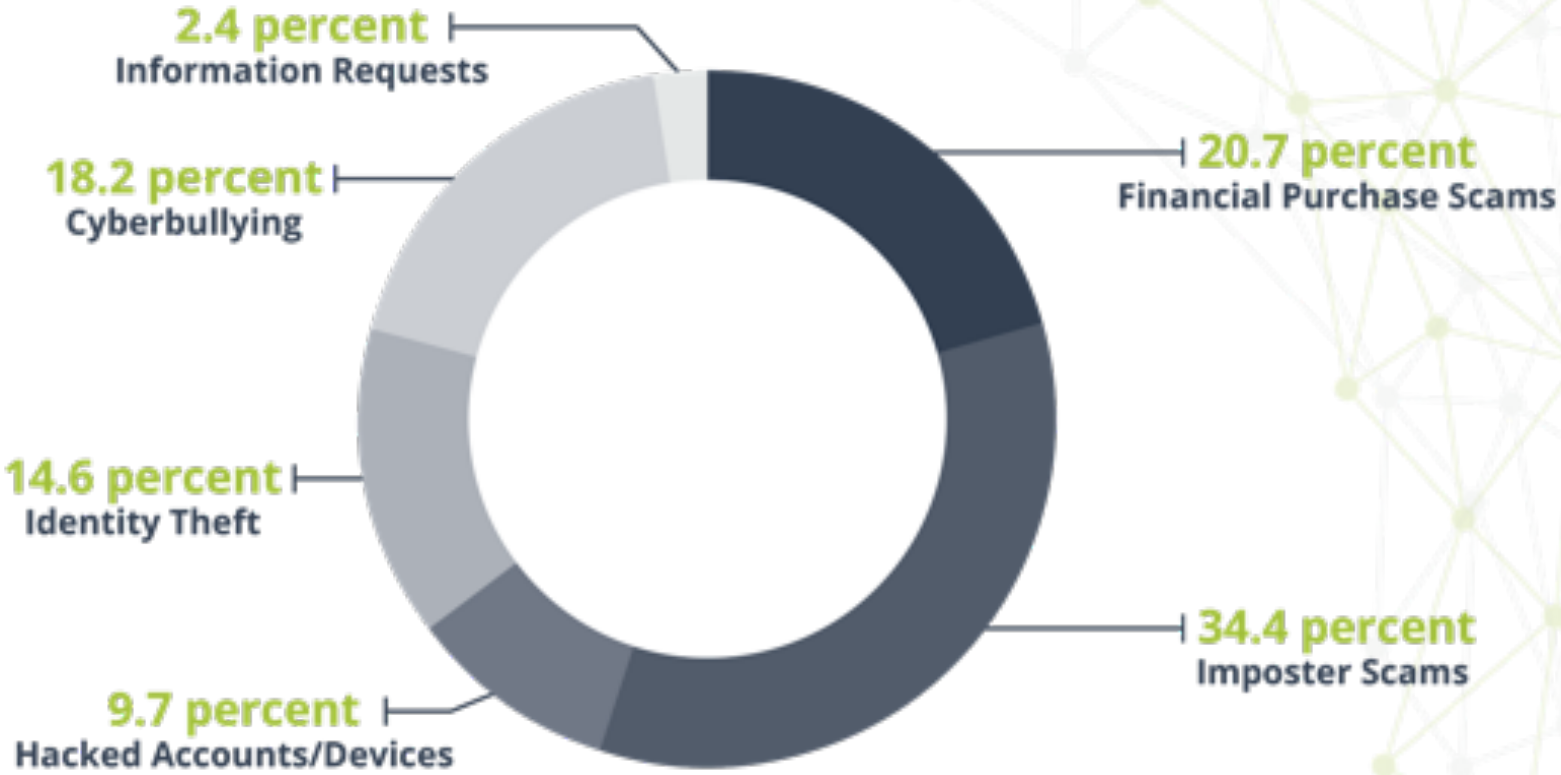

The Three Golden Rules

With the three golden rules, ScamsSpotter.org offers easy-to-follow help to prevent cybercrime.

1. *Slow it Down.*
2. *Spot Check.*
3. *Stop! Don't Send.*

CISA Cooperative Agreement

Working Group	Purpose
Incident Collection	Identify and refine requirements for a national cyber incident collection system focused on individuals and SMBs.
Information Sharing	Research and map existing cyber threat information sharing processes related to consumer and SMB cyber incidents to current needs. Explore and evaluate the most effective methods for cybersecurity information sharing focusing on regional sharing model.
Response Directory	Research existing directories and/or information sources of Federal, SLTT, and other professional entities that support cyber incidents/crimes and evaluate the need/feasibility and design the framework to create a new centralized Response Directory.
Victim Resource Catalog	Build a catalog of cyber education and awareness resources that would be provided to consumers and businesses impacted by cyber incidents.

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Resource Library

The FraudSupport.org Resource Library provides tools, resources and collateral for educators, law enforcement, businesses, and organizations to share with their audiences and the general public. Please feel free to print, distribute and share these resources with your audiences.

Resources on this page are the property of the Cybercrime Support Network.

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236 subscribers

YouTube Search

Tips
Cybercrime Support Network - 1 / 10

1. 5 Steps if Your Social Media Account is Hacked — Cybercrime Support Network — 0:58
2. 5 Steps if Your Social Media Account is Hacked — Cybercrime Support Network — 0:58
3. 5 Steps to Take if a Phishing Email is Clicked at Your Business — Cybercrime Support Network — 0:54
4. Charity Scam Warning Signs — Cybercrime Support Network — 0:53
5. 5 Immediate Action Steps if You

What does success look like?

- Increased reporting
- Increased recovery
- Increased resources
- ***Decreased crime and re-victimization!***

Sponsors & Funding

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Craig Newmark Philanthropies

AT&T

Capital One

the Cardinal Group II

COMCAST

Google

KnowBe4 Human error. Conquered.

verizon

Microsoft

NordVPN®

TREND MICRO™

Federal Grant Funding
U.S. Department of Justice
Office for Victims of Crime
U.S. Department of Homeland Security (CISA)

Thank you.

Kristin Judge
CEO/President
info@cybercrimesupport.org

Cybercrimesupport.org
FraudSupport.org
Scamspotter.org

YouTube:
Cybercrime Support Network

Twitter:
@FraudSupport
@CyberSupportNet