

21 June 2019

Our Ref: FOI6494

### **Freedom of Information: Right to know request**

Thank you for your request dated 23 May 2019 under the Freedom of Information Act 2000 ("the Act"). Full details of your request can be found in Annex A.

Your request has now been considered and our response is attached in Annex B.

We believe this should satisfy your request, however, if you are unhappy with the decision made in relation to your request, you have the right to request an internal review. If you wish to exercise this right you should contact us within 40 working days of the date of this response.

If you are not content with the outcome of the internal review, you also have a right of appeal to the Information Commissioner at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Telephone: 01625 545 700. Website: [www.ico.org.uk](http://www.ico.org.uk)

Yours sincerely

### **Information Disclosure Team**



### **Annex A**

*"You have previously provided details of the numbers of cyber incidents reported to the FCA during the years 2015, 2016 and 2017 by regulated firms. Please could you provide the latest available data for 2018 and 2019 to date broken down as per the below?"*

*Cyber Incidents Reported to the FCA during the years 2015, 2016 and 2017 by Regulated Firms*

Incident type	2015	2016	2017
Denial of Service	20	18	16
Hacking - Loss of Data	0	4	17
Ransomware	0	4	8
Cyber	0	0	10
Hacking - Service Disruption	2	3	4
Phishing/ Smishing / Vishing	0	1	5
MalWare - Financial Loss	1	1	4
Unauthorised access-CMA	0	2	1
Phishing/ Smishing	0	3	0
Third Party Failure	0	1	1
Data Leakage	0	0	2
Social Engineering - Financial L	1	0	1
Fraud	0	1	0
Grand Total	24	38	69

Sector	2015	2016	2017
Retail banking and payments	9	23	17
Retail lending	1	2	16
General insurance and protection	1	1	11
Pensions and retirement income	2	1	2
Retail investments	0	1	1
Investment management	4	3	16
Wholesale financial markets	7	7	6

## Annex B

Please note; Since our disclosure to you in February 2018, cyber incidents reported to the FCA by regulated firms are now categorised under new headings.

Please see the data under the new headings;

Root Cause	2018 (Jan-Dec)	2019 (Jan-27th May)
Hardware / Software	157	64
Change Management	146	53
3rd Party Failure	174	79
Cyber Attack	93	36
TBC	93	82
Human Error	47	24
Process / Control Failure	45	17
Capacity Management	25	4
External Factors	17	3
Theft	11	3
Root Cause Not Found	11	5
<b>Grand Total</b>	<b>819</b>	<b>370</b>

For Cyber Attacks, the breakdown of incidents is below;

Cyber Attack' Root Cause Breakdown	2018 (Jan-Dec)	2019 (Jan-27th May)
Cyber - DDOS	10	2
Cyber - Malware / Malicious code	16	5
Cyber - Ransomware	19	0
Cyber - Phishing / Credential compromise	48	29
<b>Grand Total</b>	<b>93</b>	<b>36</b>

For 3<sup>rd</sup> Party Failure, the breakdown of incidents is below;

<b>3rd Party' Root Cause Breakdown</b>	<b>2018 (Jan-Dec)</b>	<b>2019 (Jan-27th May)</b>
3rd Party - External Factors	10	3
3rd Party - FMI (Financial Market Infrastructure)	14	3
3rd Party - Cyber Attack	19	2
3rd Party - Process / Control Failure	23	24
3rd Party - Change	47	15
3rd Party - Systems Issue	61	32
<b>Grand Total</b>	<b>174</b>	<b>79</b>

Please find below the number of incidents reported to the FCA by regulated firms broken down by the sector the incident impacted. This is the latest set of data available for 2018 and 2019;

<b>Impacted Sector</b>	<b>2018 (Jan-Dec)</b>	<b>2019 (Jan-27th May)</b>
Retail Banking	486	208
Wholesale Financial Markets	115	55
Retail Investments	53	20
Retail Lending	52	32
General Insurance & Protection	49	17
Pensions & Retirement Income	35	13
Investment Management	29	25
<b>Grand Total</b>	<b>819</b>	<b>370</b>