

## FAMILY LOSES \$3 MILLION FROM HACKED COMPUTER & BANK ACCOUNT TAKEOVER

BlackCloak works very closely with family offices, wealth management firms, and capital management firms to protect their high-net-worth clients from all manners of cyberattacks, identity theft and privacy incidents. Unfortunately, one investment firm's client was introduced to BlackCloak after having suffered an unauthorized transfer of \$3 million from their family bank account to numerous criminal accounts overseas. Unfortunately, even now, not all of the money has been recovered. Approximately \$300,000 is still being tracked, and the client's bank has been reticent to refund the money.

In this particular attack, the hackers were able to compromise the client's computer and install keylogger software. Keylogger software is particularly dangerous, in that it captures and logs what a user types on the keyboard--typically without the user knowing. With this tool, a cybercriminal has the ability to determine passwords entered, websites visited, and emails sent, among other things. In this instance, the hackers were able to log into the family's bank account from the infected computer, successfully bypass authentication procedures, and send wire transfers to the unauthorized accounts as if the actions were taken by the client from his home computer.



The family felt extremely violated by the intrusion into their home and the misuse of their computer for these criminal activities. The client hired BlackCloak to remediate the malware present on their home computers, assess their home network for further intrusions, install enterprise-grade monitoring systems on their devices, and further add layers of protection around their passwords and financial accounts.

Not only are the parents a part of the BlackCloak team, but their adult children and families are as well as they realized they all were vulnerable.