




# Private client takes action after repeated hacks

## A BlackCloak Success Story

-  Former Technology Company Owner
-  Multi-Generational Family
-  Referred by Her Wealth Management Firm



## The Problem

The Client experienced repeated hacking and identity theft incidents.

- ✓ The client's credit cards were constantly compromised, with new cards having to be reissued
- ✓ She would receive notices of unauthorized access attempts on her smart device accounts
- ✓ She stopped using a password manager because it wasn't syncing properly. As a result, she resorted to storing passwords in unsecure locations or reusing passwords to easily remember them across the large number of accounts she managed for herself and family

## BlackCloak's Guidance

We recommended a comprehensive five-step plan, starting with a discovery session so that we could learn more about the client's unique situation and implement a highly targeted strategy that would be as effective as possible, both immediately and long term.

1

Determine how and where she was using the credit cards in an effort to determine where the compromise was occurring

2

Harden all of her important accounts with 2FA

3

Search for and address any exposed passwords that are contributing to the hacks

4

Review best practices for online purchasing (e.g. always use credit, never debit, etc)

5

Set-up and train on an encrypted password safe to keep passwords, credit cards and other information secure, and to account for ongoing assistance

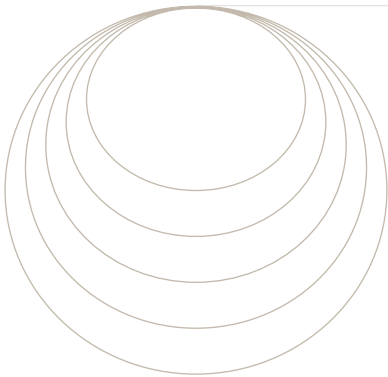
# Putting the Plan into Action

The client signed up for the BlackCloak Principal Plan to get added concierge assistance 7 days a week. We immediately identified and changed vulnerable passwords across her accounts and gave her the necessary training to successfully use a password manager. We also performed a security review of all devices and the home network including security cameras. The client implemented the BlackCloak application on every device within the family — including mobile devices, tablets and computers. Finally, she enabled Dual-Factor Authentication on all accounts.



## THE RESULTS

### Secured devices, cameras, and accounts



By reaching out to BlackCloak, the client stopped any future hacking attempts and gained the peace of mind she needed.

In partnership with her IT professional, we helped secure her cameras after identifying that they were exposed and strangers could see inside and outside of her home. What's more, she now uses a password manager on all her accounts, making it easier to use strong, hard-to-hack passwords as well as making logging into accounts faster. She also has 24/7 SOC monitoring on her devices. With a BlackCloak advisor standing by whenever she has a question, she's getting reliable advice that allows her to confidently conduct her business and life online.

## About BlackCloak

BlackCloak provides uniquely tailored cybersecurity solutions that protect your clients from targeted cyberattacks threatening their reputation, identity, safety and finances—delivering peace of mind to those who have little time and a lot to lose. Learn more at [blackcloak.io](https://blackcloak.io).

Safeguard the privacy and cybersecurity of your clients



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