

Executive Protects Family from Device Hijacking and Data Theft

A CLIENT SUCCESS STORY



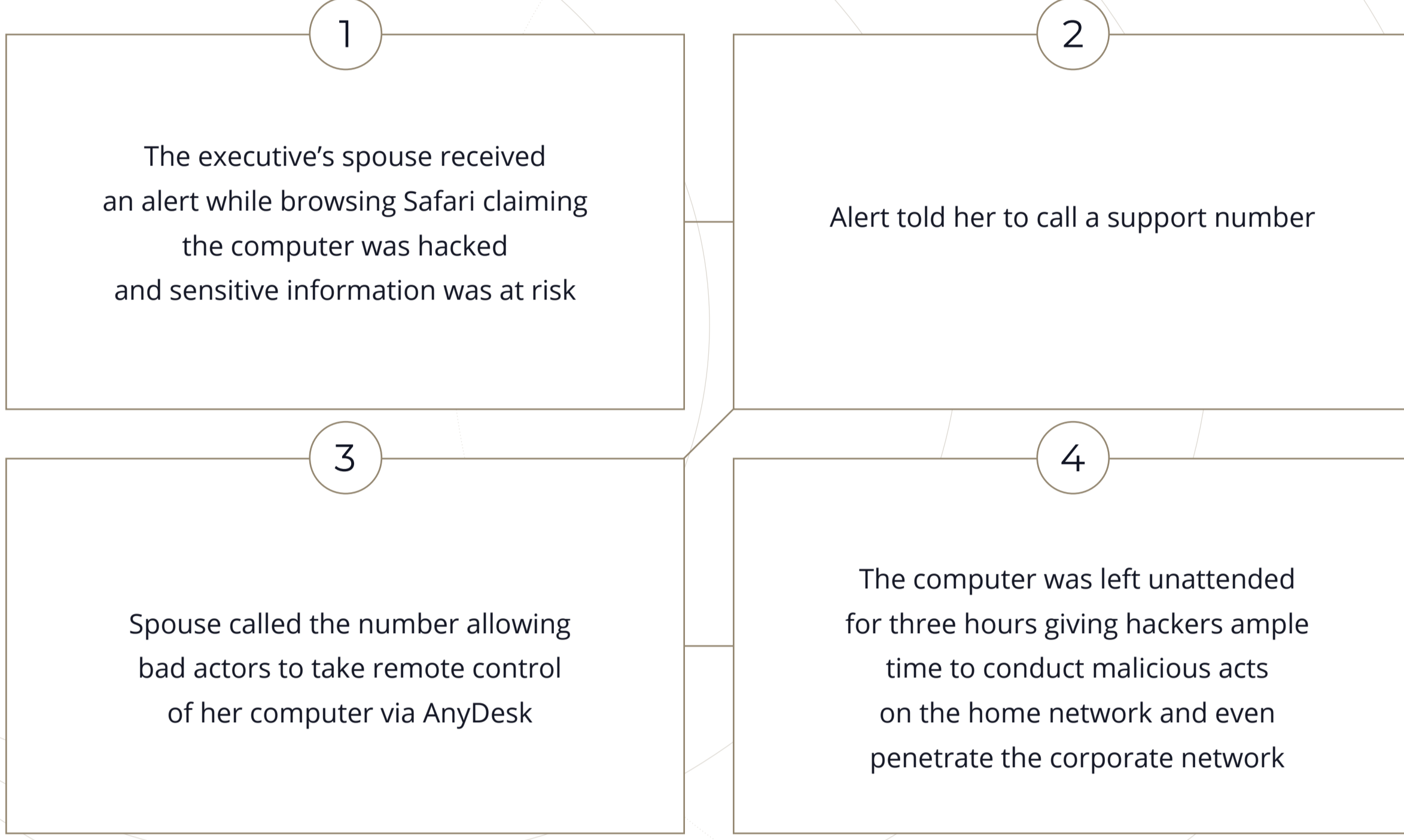
THE HERO OF THE STORY:

Your Family

- Home computer hacked while spouse browsed Safari
- Recognized the home needed higher-grade protection
- Familiar with BlackCloak from a previous company

The Problem

Bad actors **scam spouse** into granting access to personal device.



Although convincing, the Apple security alert was a social engineering scam designed to solicit personal information, swindle money, and spread malware.

After noticing that instances of the Safari browser on the home network weren't working, the executive immediately called BlackCloak.

BlackCloak's Guidance

The executive found help with BlackCloak. We initiated a comprehensive discovery and remediation plan that would mitigate both short- and long-term cybersecurity threats to the executive and his family.

1 Held a discovery call to determine how bad actors gained access to the home device.

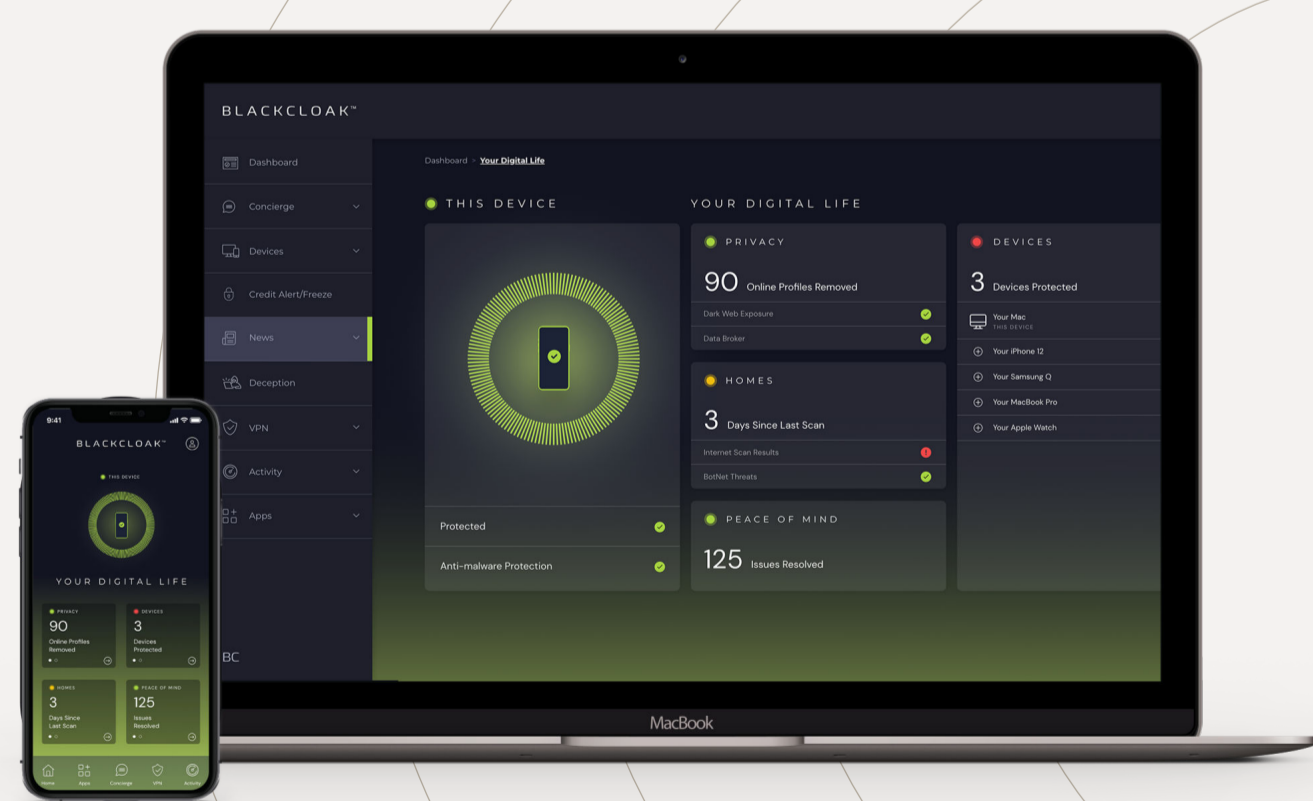
2 Conducted a thorough device and network analysis.

3 Successfully removed malicious browser extensions.

Putting the Plan into Action

The executive onboarded BlackCloak's Concierge Cybersecurity and Privacy™ solution to execute this remediation strategy. We immediately conducted a thorough analysis of the family's personal devices and networks and discovered that three malicious Chrome extensions were downloaded: My Search Finder, Search Tab, and Hide My History. These browser hijackers can monitor users' browsing activity, eavesdrop on web activity, redirect users to malicious websites, and gather personal information.

BlackCloak identified the trace files and removed the browser hijackers. It also provided education on scareware and other social engineering scams that can help prevent scams in the future.



The Results

Secured home systems to prevent future attacks

The executive and his spouse now have continual monitoring and protection against future malicious threats from cybercriminals.

All threats were removed from all Safari instances and on-going home network scanning ensures that there are no additional risks to the home network. In addition, the router was secured, and home devices are now protected using BlackCloak's protection software, including deception detection.

Both now have peace of mind knowing that their digital private lives are no longer under threat and they now know who to turn to if concerns ever arise with scareware in the future.

Ready to take control of **your digital life?**

About BlackCloak

BlackCloak's Concierge Cybersecurity & Privacy™ Platform for high-profile or high-net-worth individuals and corporate executives in their personal lives mitigates their hacking, financial, and reputational risks. Learn more at blackcloak.io.

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