

Family Office Clients Saved from Malicious Cyber Attack by BlackCloak's Expert Intervention



Wealth Management Referral: Clients of a leading wealth management firm, specializing in family offices, turn to BlackCloak for cybersecurity assistance on behalf of their client.



Dangerous Extensions Detected: BlackCloak's security team uncovers three harmful Chrome extensions — My Search Finder, Search Tab, Hide my History—compromising their client's cybersecurity.

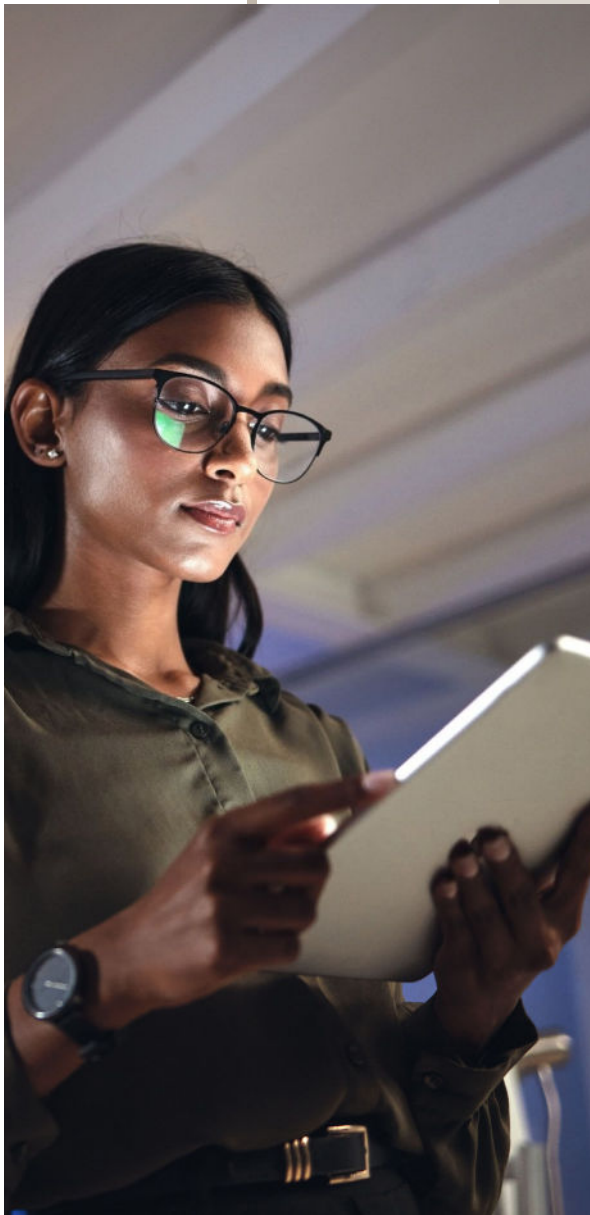


Swift Resolution: BlackCloak expertly addressed the issue, removing malicious software and securing the client's digital environment.



In an alarming yet all-too-common tale of cybersecurity breach, a family referred to BlackCloak by a national wealth management firm specializing in family offices, found themselves the target of sophisticated cyber attackers. The incident, which could have led to devastating consequences, was expertly mitigated by the cybersecurity experts at BlackCloak.

Upon being alerted to the issue, the BlackCloak security team promptly launched an investigation. They discovered that three malicious Chrome extensions — My Search Finder, Search Tab, and Hide my History — were downloaded onto the client's computer. These extensions were not just nuisances; they were gateways for cybercriminals to infiltrate and compromise the family's digital safety.



The situation escalated when the spouse of the client, while browsing on Safari, received an alarming alert claiming their computer was hacked. The message urged them to call a support number. In a state of panic, the spouse called the number and unwittingly allowed the bad actors to connect to their computer via AnyDesk, a remote desktop application. This mistake gave the attackers unfettered access to the computer for a staggering three hours.

It was only when the client noticed that their browsers were malfunctioning that they grew suspicious and reached out to BlackCloak. The cybersecurity experts at BlackCloak took immediate action. They not only removed the harmful extensions but also fixed the proxies that were set up by the attackers. During their thorough sweep, they discovered and eliminated trace files left behind by the cybercriminals, securing the family's digital environment.

Ingrid Gliottone, Chief Experience Officer at BlackCloak, commented on the incident, emphasizing the importance of cybersecurity awareness and expert intervention. "This case underscores the critical need for ongoing vigilance in the digital world. Our clients were fortunate to have BlackCloak on their side. We acted swiftly to neutralize the threat and protect their digital lives. It's a stark reminder that in the age of technology, your cybersecurity is as important as locking your front door," said Gliottone.

The incident serves as a **cautionary tale for families and individuals alike, highlighting the need for professional cybersecurity services.**

BlackCloak's prompt and effective response not only resolved the immediate threat but also reinforced the importance of having cybersecurity experts just a phone call away. For families, especially those managing significant wealth or sensitive information, this incident is a stark reminder of the ever-present danger lurking in the digital shadows and the importance of being prepared.