

2017 Norton Cyber Security Insights Report

Global Comparisons



20 countries

TOP FINDINGS

FRANCE

GLOBAL

Total consumers affected by cybercrime in past year

19.3 million

978 million

Total financial cost of cybercrime in past year

**€6.1 billion
(USD \$7.1 billion)**

€146.3 billion
(USD \$172B)

Total time per consumer lost to cybercrime in past year

16 hours

23.6 hours

Percent of consumers affected by cybercrime in past year

42%

44%

Most common cybercrime experienced in the past year

**Malware infection
45%**

Malware
infection
48%

Percent of cybercrime victims who share the password of at least one online account with others
• Versus non-victims

**41%
21%**

42%
23%

Cybercrime victims who use the same password across all online accounts
• Versus non-victims

**23%
12%**

20%
16%

Percent of ransomware victims who paid the ransom and did not receive access back to their files

22%

17%

Most costly cybercrime incident for consumers in past year

**Credit/debit card fraud
€1209 (USD \$1421)**

Identity theft
€713 (USD \$838)

Percent who believe cybercrime should be treated as a criminal act

80%

81%

Percent who believe the following acts are sometimes acceptable:
• Stealing someone else's personally identifiable information
• Putting software on someone else's device to spy on them
• Accessing someone else's financial accounts without permission

**15%
21%
16%**

15%
20%
15%

Percent of cybercrime victims who gained trust in themselves in the past year to manage their data and personal information

43%

39%

Percent who are concerned information they post on social media may help cybercriminals

75%

72%

Percent who believe law enforcement and internet companies should do more to protect consumers

82%

80%

How We Define Cybercrime

The definition of cybercrime continues to evolve, as avenues open up that allow cybercriminals to target consumers in new ways. Each year, we will evaluate current cybercrime trends and update the report's methodology as needed, to ensure the Norton Cyber Security Insights Report provides an accurate snapshot of the impact of cybercrime as it stands today. In the 2017 Norton Cyber Security Insights Report, a cybercrime is defined as, but not limited to, a number of specific actions, including identity theft, credit card fraud or having your account password compromised. For the purposes of this report, a cybercrime victim is a survey respondent who confirmed one or more of these incidents took place. Visit <https://www.symantec.com/about/newsroom/press-kits> to learn more.