

PROFILING CYBERCRIME VICTIMS

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The Problem

1. Cybercrime is **not a victimless crime**: 1/12 people were victims of fraud and 1/22 victims of a computer crime in the UK last year (ONS 2015).

2. Cybercrime poses a **credible threat** to national infrastructure and public services: e.g. hackers have shut down a Power Plant in Ukraine and held for ransom hospital systems in Germany and the US (Ars Technica 2016).

CASE STUDY#1

Mrs Jones



59 years

#months: 4
#reports: 4

£37,000 loss

REPEAT VICTIM OF TELEPHONE & ON-LINE FRAUD

Objectives

One: Profile victims to help target prevention.

Two: Identify existing gaps in crime reports to collect better intelligence.

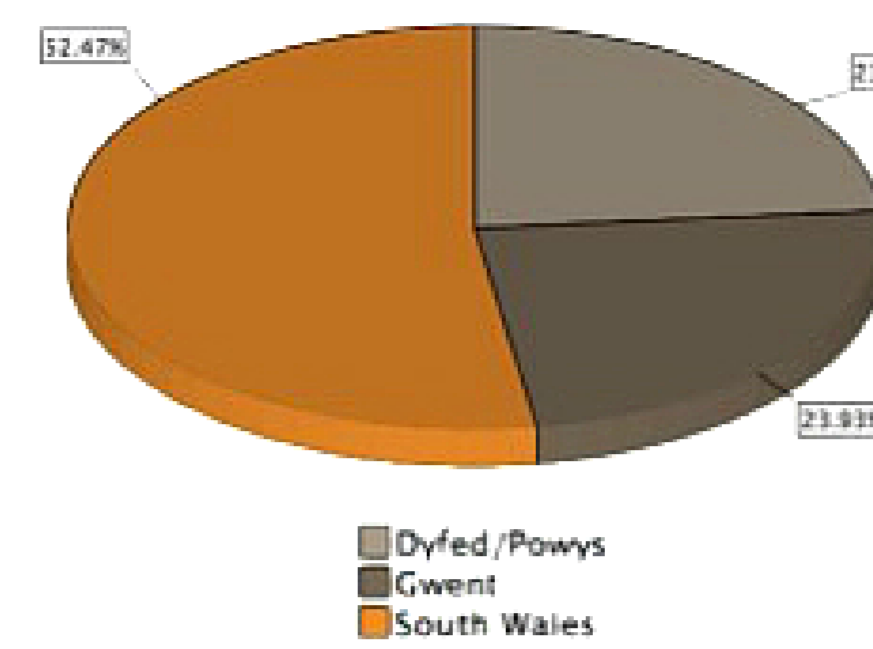
Three: Streamline the analysis of those reports so they can be used to deter cybercriminals.

Methodology

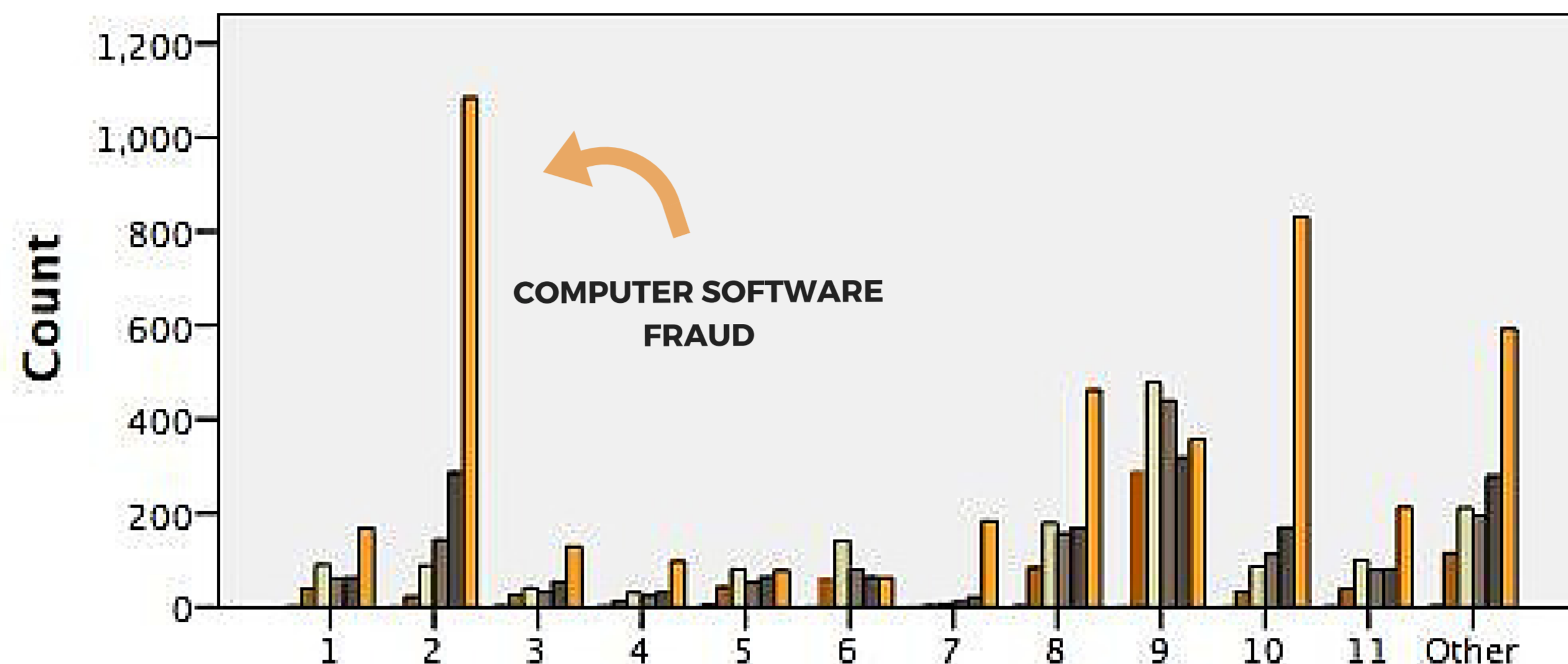
- Data-driven mixed methods approach.
- Access to Action Fraud data pertaining to crime reports for Welsh police forces.
- Descriptive and Inferential statistics.
- Geocoding of victim location.
- Thematic analysis of incident descriptions.
- In-depth case studies of repeat and vulnerable victims.

Who are the victims?

13,052 CASES =



5.68% Referred to Police Force

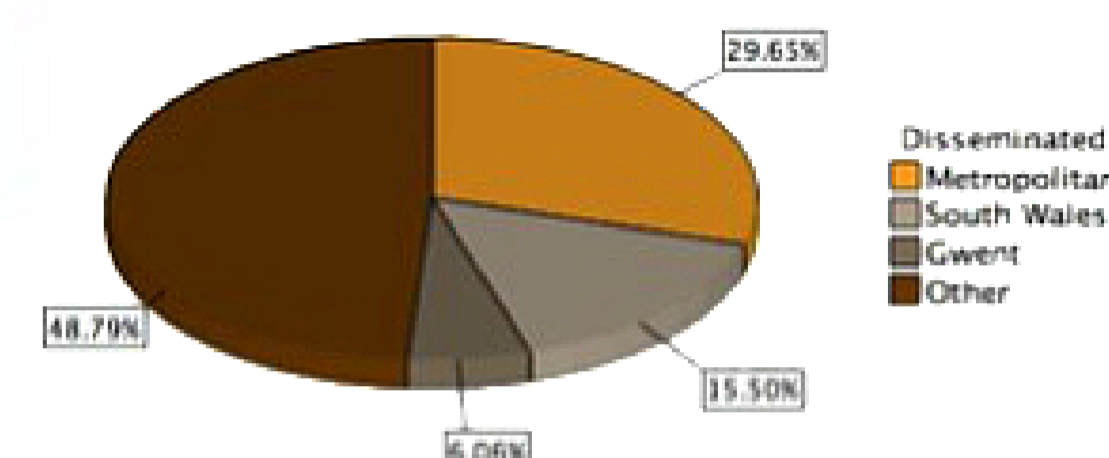


Graph 1: Crime Type by Age group. N = 9550 (73.2%). Missing values = 3502 (26.8%). Crimes representing under 2% of cases suppressed under "Other" category.

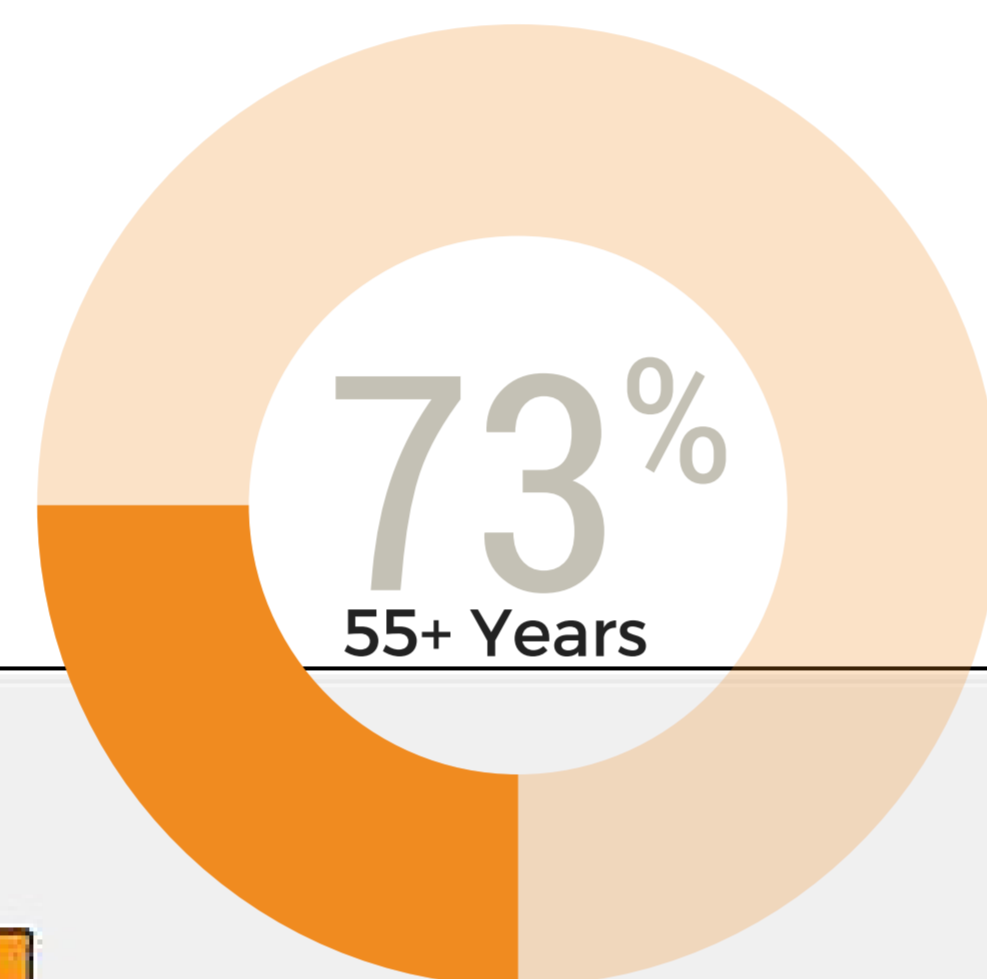
Age groups

- 0-14 years
- 15-24 years
- 25-34 years
- 35-44 years
- 45-54 years
- 55+ years

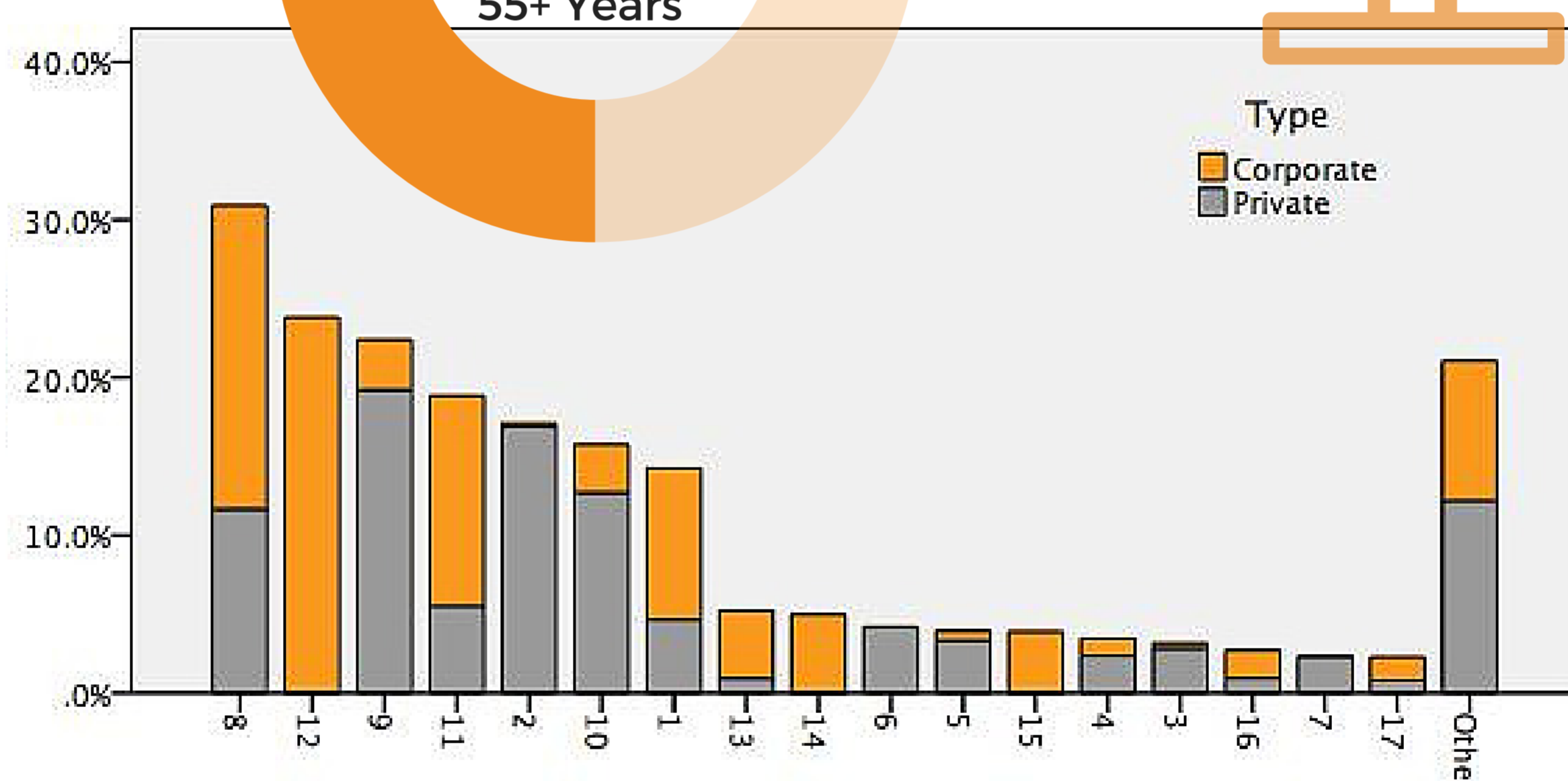
Forces Dealing With Cases



#	Crime Type
1	Cheque Plastic Card and Online Banking
2	Computer Software Service Fraud
3	Computer Virus / Malware / Spyware
4	Door to Door Sales and Bogus Tradesmen
5	Hacking: Social Media and Email
6	Lender Loan Fraud
7	Lottery Scams
8	None of the Above
9	Online Shopping and Auctions
10	Other Advance Fee Frauds
11	Other Consumer Non Investment Fraud
12	Retail Fraud
13	Mandate Fraud
14	Corporate Employee Fraud
15	Insurance Related Fraud
16	Counterfeit Cashier Cheques
17	Application Fraud (Excluding Mortgages)



39% repeat victims



Graph 2: Crime Type by Victim Type. N = 13048. Crimes under 1% suppressed under "Other".



CASE STUDY#2

Delivery Ltd

#months: 9
#reports: 22

£3,995 loss

REPEAT VICTIM OF ON-LINE SHOPPING FRAUD

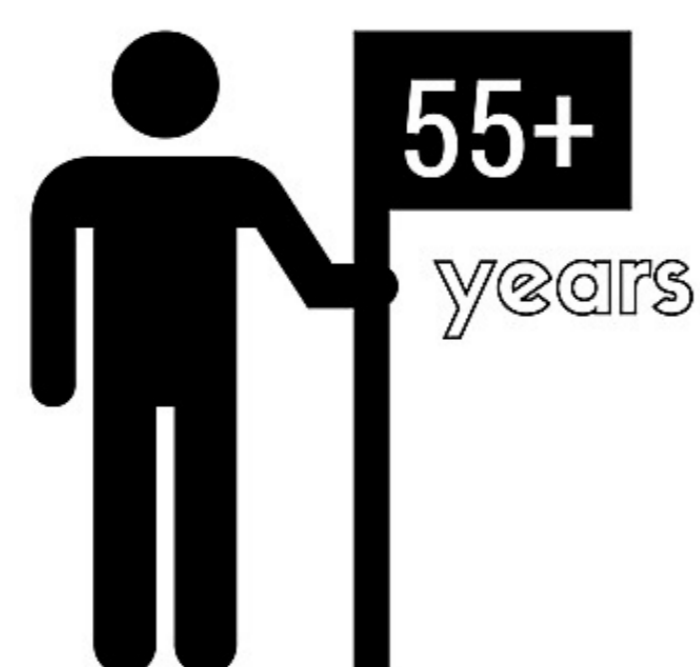


£129 loss

CASE STUDY#3

Mr. Evans

#months: 5
#reports: 5



REPEAT VICTIM OF COMPUTER SOFTWARE FRAUD

Analysis to date has identified:

- Patterns with regards to victims' gender and age.
 - Repeat victims' characteristics.
 - Characteristics of private and corporate victims.
- Barriers to intelligence identified include:**
- Information not recorded such as gender;
 - Missing data / incomplete records;
 - Lack of detail in incident description;
 - Inconsistent recording of crime types.

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