

# The 8 cybercrime trends to watch out for

Who will harness new technologies and the psychology of human behavior more effectively – us or the cybercriminals?



# Market leader for Human Risk Management in Europe



## Why customers love us



Driven by behavioral science

**400+**  
employees from diverse backgrounds



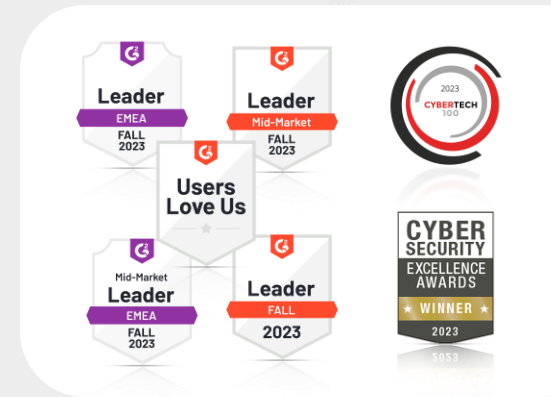
Easy to use, customize, and scale

**4,500+**  
customers across all industries



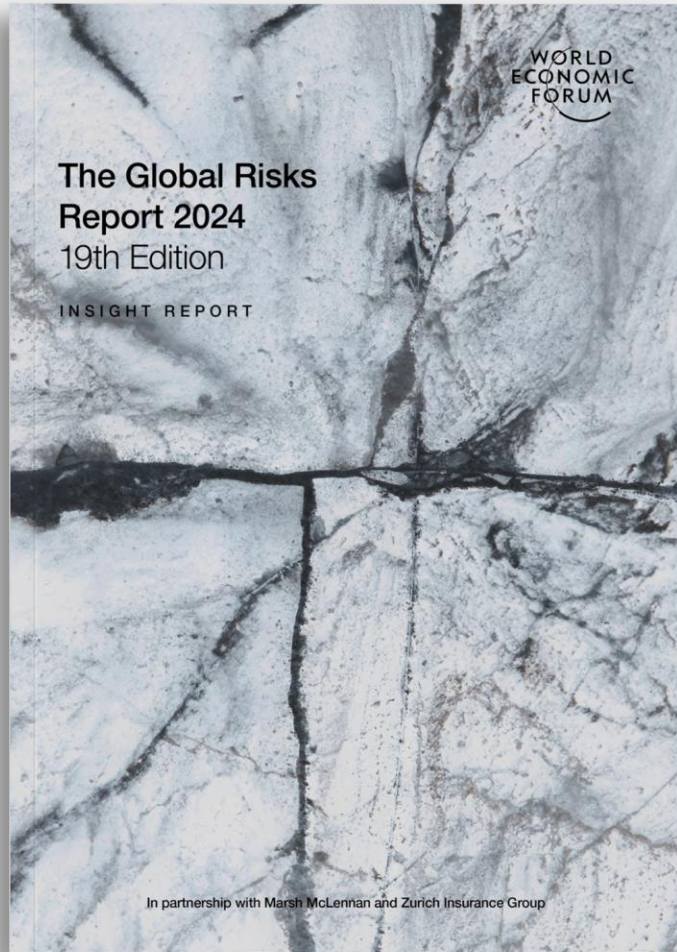
100% GDPR-compliant and ISO 27001-ready

**3,000,000+**  
users across the globe

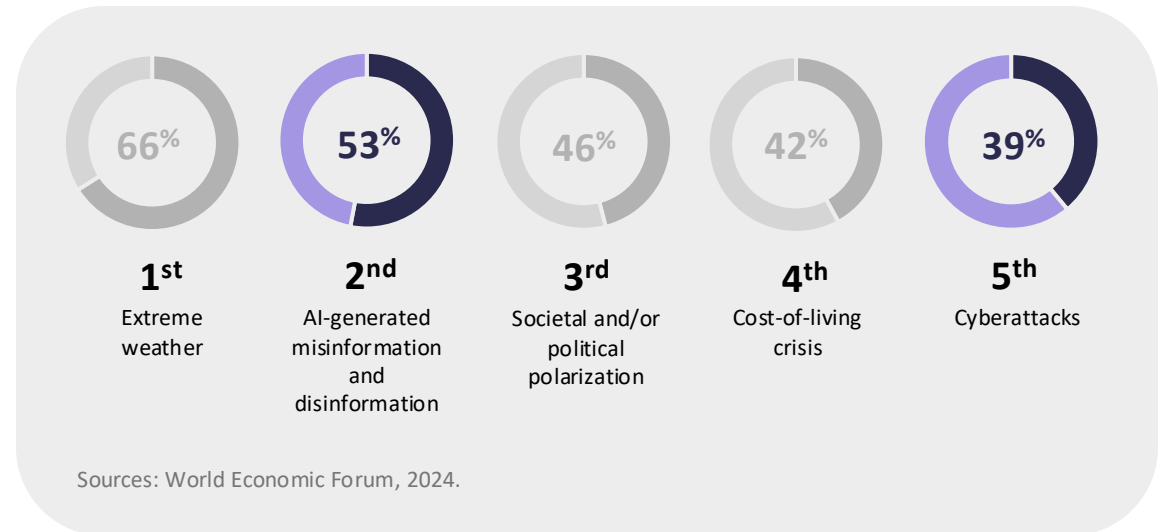


GLOBAL EXPERTS AGREE

Two of the biggest risks to society in 2024 are AI-generated disinformation and cyberattacks



# WORLD ECONOMIC FORUM



# Cybercrime Trends 2024

- How is **AI** contributing to the **professionalization** and sophistication of **cybercrime**?
- Why are **phishing** and **social engineering** more **successful** today than ever before?
- **Featuring:**



**Ralf Schneider**

Allianz Senior Fellow and Head of Cyber Security and NextGenIT Think Tank



**John Noble**

Non-executive director and chair of the Cyber Security Committee of NHS Digital in England



**Download  
here!**





THIS YEAR, THE REAL BATTLE BEGINS

## The cybercrime trends to watch out for

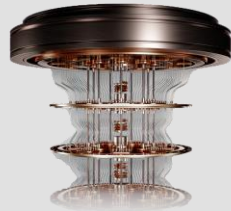
**Artificial intelligence**

1



**Quantum hacking**

2



**Professionalization of  
cybercrime**

3



**Global tensions & hacktivism**

4



**Disinformation-as-a-service**

5



**Public sector and critical  
infrastructure**

6



**Pretexting and multichannel  
tactics**

7



**Rising burnout rates**

8



## AI IS EVOLVING TOO RAPIDLY

AI-generated deepfakes look too real – and are scamming people



World / Asia

**Finance worker pays out \$25 million after video call with deepfake 'chief financial officer'**

**1 in 4**



Have experienced a **voice cloning attack** or know someone who has

Source: McAfee

## CEO of world's biggest ad firm targeted by deepfake scam

**Exclusive: fraudsters impersonated WPP's CEO using a fake WhatsApp account, a voice clone and YouTube footage used in a virtual meet**



📷 Mark Read, CEO of WPP, the largest global advertising and public relations agency. Photograph: Toby Melville/Reuters

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## THANKS TO RANSOMWARE-AS-A-SERVICE

# The professionalization of cybercrime will reach a new level of maturity by 2024



31%



of the companies that experienced a cyberattack in the last 3 years were attacked with **ransomware**.

4.54  
mil.  
USD

The **average cost** of a successful ransomware attack per company - ransom not included.

x 2

In **2023**, the number of **ransomware victims doubled** compared to 2022.

**Ransomware-as-a-Service:** Cybercriminals are now just a visit to the dark web and a crypto payment away from having all the tools they need to launch destructive ransomware attacks:

### INSIDER

**One of the biggest US insurance companies reportedly paid hackers \$40 million ransom after a cyberattack**

### The Guardian

**Ransomware hackers demand \$70m after attack on US software firm Kaseya**



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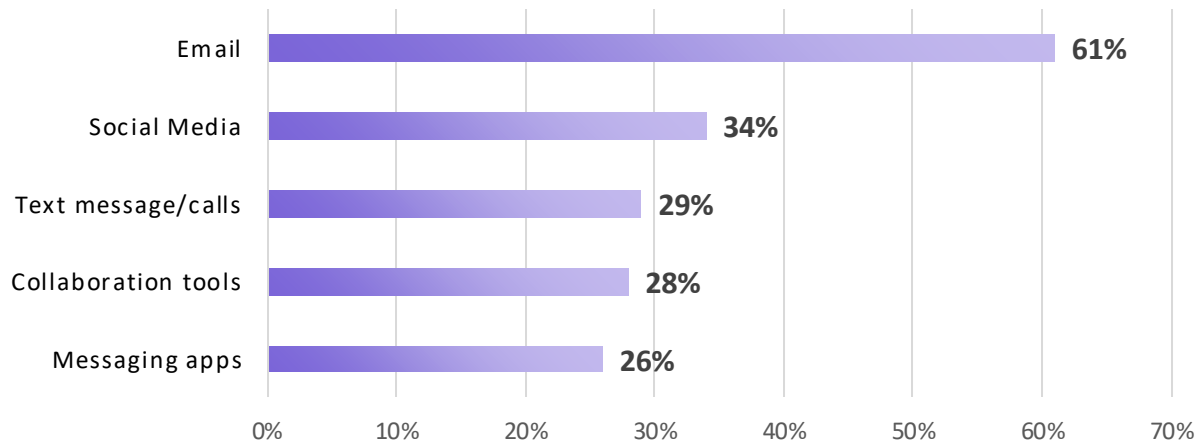
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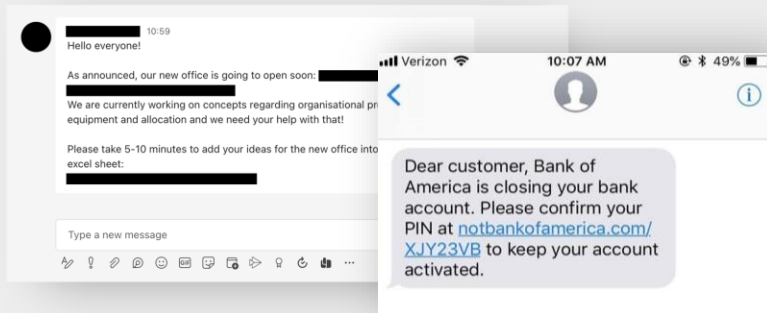
## SOCIAL ENGINEERING IS BECOMING MORE COMPLEX

As we diversify our communications channels, so do cybercriminals

Top channels in which companies are targeted

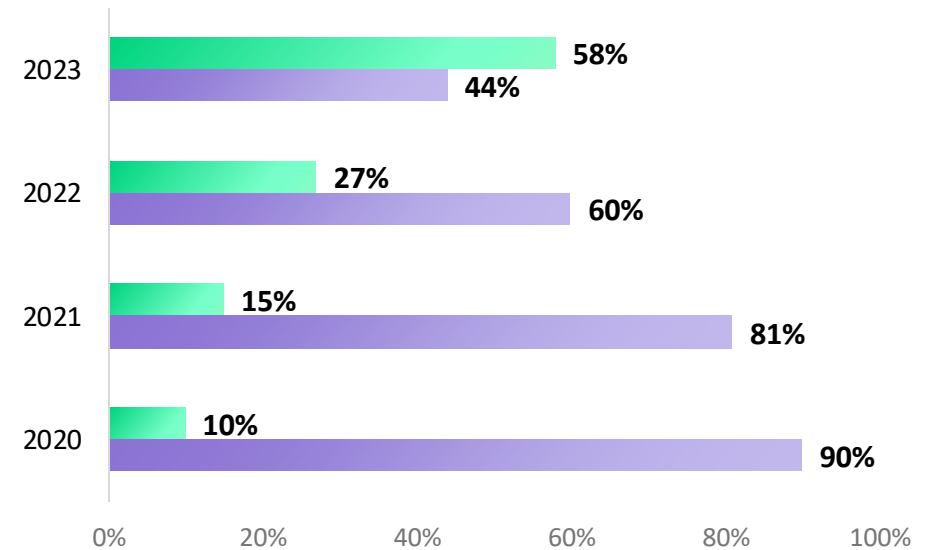


Messaging apps scams



Text messages

Pretexting doubling & becoming #1 of Social Engineering action



Action varieties in Social Engineering incidents

■ Pretexting ■ Phishing

TECH IS ADVANCED ENOUGH NOW

Hackers can launch automated, sophisticated social engineering attacks at scale

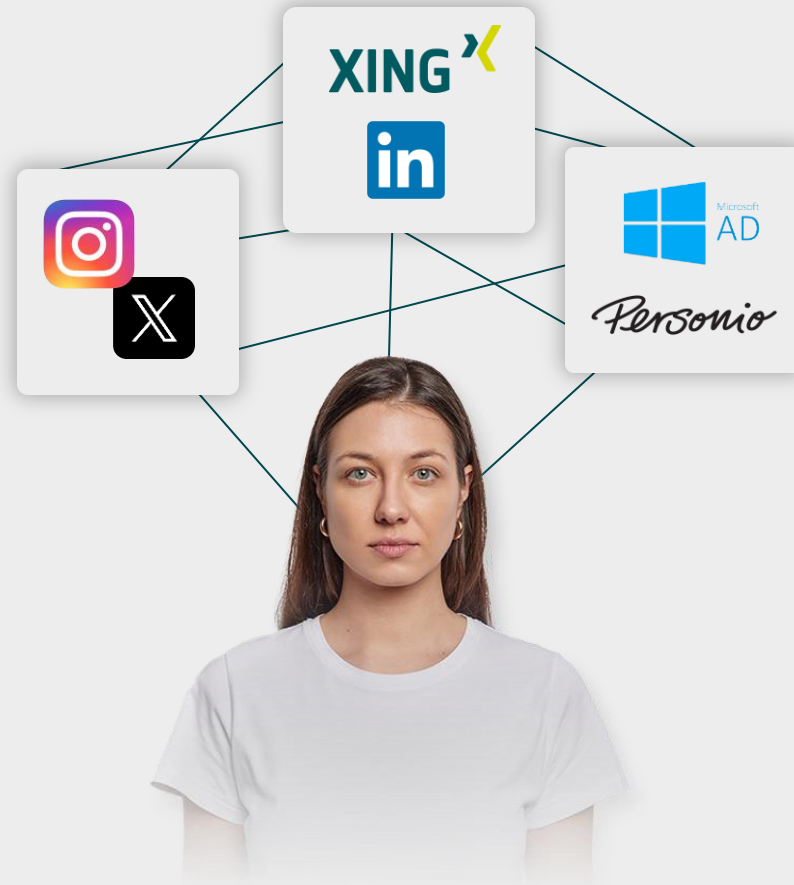
### Channel diversity

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### Hyperpersonalization

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### Mass scalability

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AS A RESULT

In 2024, expect more breaches that involve the human element



**Cyber incidents**  
**Top business risk**  
by Allianz Risk  
Barometer 2024

The Forrester logo, featuring the word "FORRESTER" in a white, serif, all-caps font centered within a black rectangular box.

**FORRESTER**

**90%** of data breaches will  
include a human element

**Our cyber security  
measures will remain  
incomplete until we focus  
on people – just as  
hackers do.**