

Overview of Reporting on Information Security Incidents Related to Funds Transfers

Q1 2022

19 May 2022

Unauthorized transactions: general overview

	Number	Value, RUB thousand	Share of social engineering %	Share of funds reimbursed, %
Q1 2021	237,737	2,873,356.49	56.2	7.3
Q1 2022	258,097	3,294,160.94	52.5	6.2

Number of unauthorized transactions, share of social engineering

	Q1 2021		Q1 2022	
ATMs, payment terminals, imprinters	17,180	21.7%	30,480	47.2%
Remote purchase of goods and services	170,803	52.1%	186,593	49.1%
Individuals' RBS* system	48,250	81.9%	39,731	72.0%
Legal entities' RBS system	1,504	79.0%	1,293	69.3%

* RBS — remote banking service.

Value of unauthorized transactions (RUB, thousand), share of funds reimbursed

	Q1 2021		Q1 2022	
ATMs, payment terminals, imprinters	304,920.21	6.8%	532,079.24	2.5%

	Q1 2021		Q1 2022	
Remote purchase of goods and services	879,204.19	18.9%	953,521.69	17.7%
Individuals' RBS system	1,126,831.54	1.5%	1,660,927.42	1.1%
Legal entities' RBS system	562,400.55	1.2%	147,632.59	2.5%

Unauthorized transactions executed using ATMs, payment terminals and imprinters

	Number	Value, RUB thousand	Share of social engineering, %	Share of funds reimbursed, %
Q1 2021	17,180	304,920.21	21.7	6.8
Q1 2022	30,480	532,079.24	47.2	2.5

Unauthorized CNP transactions*

	Number	Value, RUB thousand	Share of social engineering, %	Share of funds reimbursed, %
Q1 2021	170,803	879,204.19	52.1	18.9
Q1 2022	186,593	953,521.69	49.1	17.7

* Card-not-present transactions — transactions made without payment card physically present.

Unauthorized transactions executed using individuals' RBS systems

	Number	Value, RUB thousand	Share of social engineering, %	Share of funds reimbursed, %
Q1 2021	48,250	1,126,831.54	81.9	1.5
Q1 2022	39,731	1,660,927.42	72.0	1.1

Unauthorized transactions executed using legal entities' RBS systems

	Number	Value, RUB thousand	Share of social engineering, %	Share of funds reimbursed, %
Q1 2021	1,504	562,400.55	78.6	1.2

	Number	Value, RUB thousand	Share of social engineering, %	Share of funds reimbursed, %
Q1 2022	1,293	147,632.59	69.3	2.5

Number of incidents by type and attack vector, quarterly change

	Q1 2021	Q1 2022
Attacks on clients of financial institutions. Phishing	963	705 -26.8% ▼
Attacks on clients of financial institutions. Social engineering	10,136	9,691 -4.4% ▼
Attacks on financial institutions. Malware	56	50 -10.7% ▼
Attacks on clients of financial institutions. Exploiting software vulnerabilities	47	0
Other incidents	137	284 +107.3% ▲

Scam phone numbers identified, quarterly change

	Q1 2021	Q1 2022
Numbers starting with 8 800	133	335 +151.9% ▲
Landline phone numbers	4,185	71,284 +1603.3% ▲
Mobile phone numbers	1,786	17,935 +904.2% ▲

Over the reporting period, the Bank of Russia sent **89,554** requests to telecom service providers asking them to take measures against scam phone numbers.

Number of scam websites withdrawn from delegation, quarterly change

	Q1 2021	Q1 2022
Unlicensed activity	503	111 -77.9% ▼
Fraud*	429	1,716 +300.0% ▲
Malware	48	2 -95.8% ▼

Q1 2021

Q1 2022

	Q1 2021	Q1 2022
Pyramid schemes	18	57 +216.7% ▲

* Scam websites of non-financial institutions and companies disguised as real financial institutions.

The Bank of Russia sent requests to domain name registrars asking to carry out appropriate verification procedures and withdraw from delegation **1,886** domain names that were used for conducting illegal activities.

Moreover, the Bank of Russia sent information about **1,298** domains to the Prosecutor General's Office of the Russian Federation to initiate verification procedures and take measures to restrict access to these domains under Article 15.3 of Federal Law No. 149-FZ, dated 27 July 2006, "On Information, Information Technologies and Protection of Information".

Department responsible for publication: [Information Security Department](#)

Department responsible for publication: [Information Security Department](#)

Last updated on: 25.01.2023