

Date: 10 August 2020

Our Ref: FOI7358

Dear

**Freedom of Information: Right to know request**

Thank you for your email of 11 June 2020, in which you asked for information about numbers of cyber incidents reported to the FCA during 2019 and 2020. Please see Annex A for full details of your request.

Firstly, please accept our apologies for the delay in responding to you. We have processed your email in line with the provisions of the Freedom of Information Act 2000 (FOIA).

We can disclose the information requested and will answer each point in turn.

For point 1, Table A below sets out the total number of **technology and cyber incidents** reported to the FCA between 1 January 2019 and 17 June 2020 and broken down by sector:

*Table A: Technology & Cyber Incidents, by Sector*

Sector	TOTAL Incident Count	
	2019	2020 (1/1-17/6)
Retail Banking	462	185
Wholesale Financial Markets	140	63
Investment Management	61	24
Retail Lending	62	19
General Insurance & Protection	41	12
Pensions & Retirement Income	34	11
Retail Investments	35	9
<b>Grand Total</b>	<b>835</b>	<b>323</b>

Additionally, Table B below sets out the total number of **technology and cyber incidents** reported to the FCA during for the period 1 January 2019 and 17 June 2020 and broken down by root cause detail:

Table B: Technology & Cyber Incidents, by root cause

Incident Root Cause Type	TOTAL Incident Count	
	2019	2020 (1/1-17/6)
TBC	154	105
3rd Party Failure	153	46
Hardware / Software	141	61
Change Management	141	37
Cyber Attack	93	32
Process / Control Failure	56	25
Human Error	51	6
Capacity Management	13	2
External Factors	12	5
Theft	12	4
Root Cause Not Found	9	0
<b>Grand Total</b>	<b>835</b>	<b>323</b>

Table C below provides further information on the incidents reported to the FCA in the period 1 January 2019 to 17 June 2020 where the underlying root cause of those incidents was cyber only. For example, an incident may have been as a result of a failure at a third party (per Table B above), but that failure may have in turn been caused by a cyber issue (as set out in Table C). As such Table C provides granular detail where cyber is the underlying root cause.

Table C: Cyber Only Incidents, by root cause detail

Cyber Root Cause Type	CYBER Incident Count	
	2019	2020 (1/1-17/6)
Cyber - Phishing / Credential compromise	74	12
Cyber - DDOS	8	1
TBC	8	4
3rd Party - Cyber Attack	7	8
Cyber - Malware / Malicious code	5	12
Cyber - Ransomware	5	6
Root Cause Not Found	2	0
<b>Grand Total</b>	<b>109</b>	<b>43</b>

For point 2, the below table sets out the number of incidents where the FCA opened an enforcement investigation:

	No of incidents (inc categories)
2018	1 (Retail Banking)
2019	4 (2 in Theft and 2 in cyber attack)
2020	0

For point 3, the FCA currently has 4 investigations into cyber incidents.

For point 4, the FCA currently has 2 enforcement investigations involving incidents occurring at outsourced service providers.

**Your right to complain under FOIA**

If you are unhappy with this response, you have the right to request an internal review. To do so, please contact us within 40 working days of the date of this response.

If you are not content with the outcome of the internal review, you also have a right of appeal to the Information Commissioner by phone or on their website at:

Telephone: 0303 123 1113

Website: [www.ico.org.uk](http://www.ico.org.uk)

Yours sincerely

Information Disclosure Team  
Financial Conduct Authority

## **Annex A**

Request received on 11 June 2020:

*1. You have previously provided details of the numbers of cyber incidents reported to the FCA during the years 2015, 2016, 2017, 2018 and part of 2019 in response to requests FOI6469 and FOI6818.*

*For the dates 2019 (Jan to Dec) and 2020 (Jan to the most recent data available), please set out the total number of incidents reported to the FCA and provide a breakdown of incidents by industry adopting the categories included in your response to request FOI6494, i.e., Retail Banking and Payments, Retail Lending, General Insurance, Pensions and Retirement Income, Retail Investments, Investment Management, Wholesale Financial Markets and by root cause, i.e., Hardware/Software, Change Management, 3rd Party Failure, Cyber Attack, Human Error, Process/Control Failure, Capacity Management, External Factors, Theft, Root Cause not Found). Please also provide a breakdown of the Cyber Attacks using the categories included in your response to request FOI6469, i.e., Phishing / Credential Compromise, Ransomware, 3rd Party Cyber Attack, Malware/Malicious code, DDOS, Root Cause of Attack Unknown and Root Cause Under Investigation.*

*2. For the dates 2018 (Jan to Dec), 2019 (Jan to Dec) and 2020 (Jan to the most recent data available), please set out the number of reported incidents for which the FCA opened investigations. Please set out the cumulative total for each year as well as the number of investigations for the following categories: Hardware/Software, Change Management, 3rd Party Failure, Cyber Attack, Human Error, Process/Control Failure, Capacity Management, External Factors, Theft, Root Cause not Found, Phishing / Credential Compromise, Ransomware, 3rd Party Cyber Attack, Malware/Malicious code, DDOS, Root Cause of Attack Unknown and Root Cause Under Investigation, Retail Banking and Payments, Retail Lending, General Insurance, Pensions and Retirement Income, Retail Investments, Investment Management, Wholesale Financial Markets.*

*3. Please set out the number of investigations into cyber incidents the FCA is currently conducting.*

*4. Please set out the number of investigations involving incidents occurring at outsourced service providers that the FCA is currently conducting.*