

AFP[®] **Annual Conference**

OCTOBER 27-30, 2013 | LAS VEGAS ORIGINAL > ESSENTIAL > UNBIASED > INFORMATION

Cyber Fraud, Account Take-over, Man-in-the-Middle, Cross-channel fraud – How Can You Keep Ahead of the Criminals?

George Tubin **Security Strategist** Trusteer Trusteer

Jason Berryhill Special Agent Secret Service



U.S. Department of Homeland Security

United States Secret Service

Jim Maimone, CTP **SVP** Payables & Receivables Santander Bank, NA **Santander**

Today's Agenda

Tools of the Cyber Criminals

Trends in Financial Crime

Best Practices for Your Company

George Tubin Security Strategist, Trusteer

Jason Berryhill Special Agent, Secret Service

Jim Maimone, CTP SVP Payables & Receivables Santander Bank, NA

Q&A









Definition of Key Terms

Phishing

 Email that uses social engineering to trick recipient into taking some type of harmful action

Malware

 A variety of <u>mal</u>icious soft<u>ware</u> designed to gain access to computers, steal data, and evade detection

Man-in-the-Browser (MitB)

- A form of malware that essentially takes control of the web browser

Man-in-the-Middle (MitM)

 A form of cyber-attack where an intermediary can intercept and alter all web communication

Malvertising

 The use of online advertising to spread malware when inserted into high-profile reputable websites can "push" exploits to web users



Three Lost Battles:

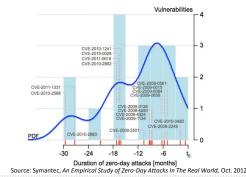
Why we can't eliminate fraud once and for all



System vulnerabilities continue to emerge



Malware bypasses security controls



virustotal

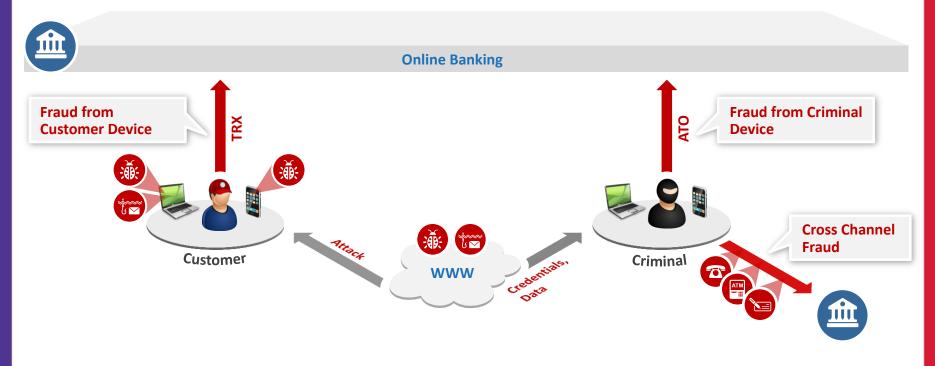
SHA256:	869579adb68399f2cadc684e49dfed0b149ee250c58e				
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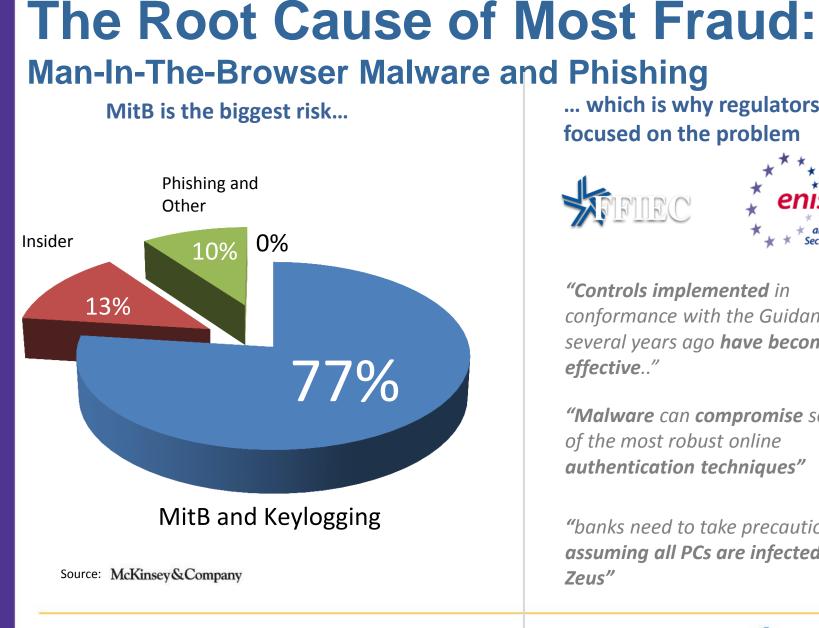


Cyber-Fraud in Financial Services









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... which is why regulators are focused on the problem



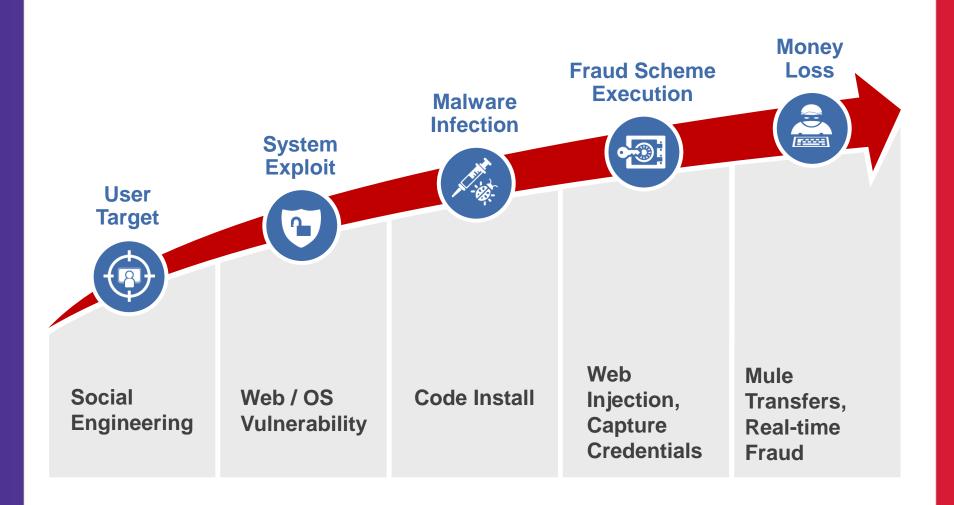
"Controls implemented in conformance with the Guidance several years ago have become less effective.."

"Malware can compromise some of the most robust online authentication techniques"

"banks need to take precautions assuming all PCs are infected with Zeus"

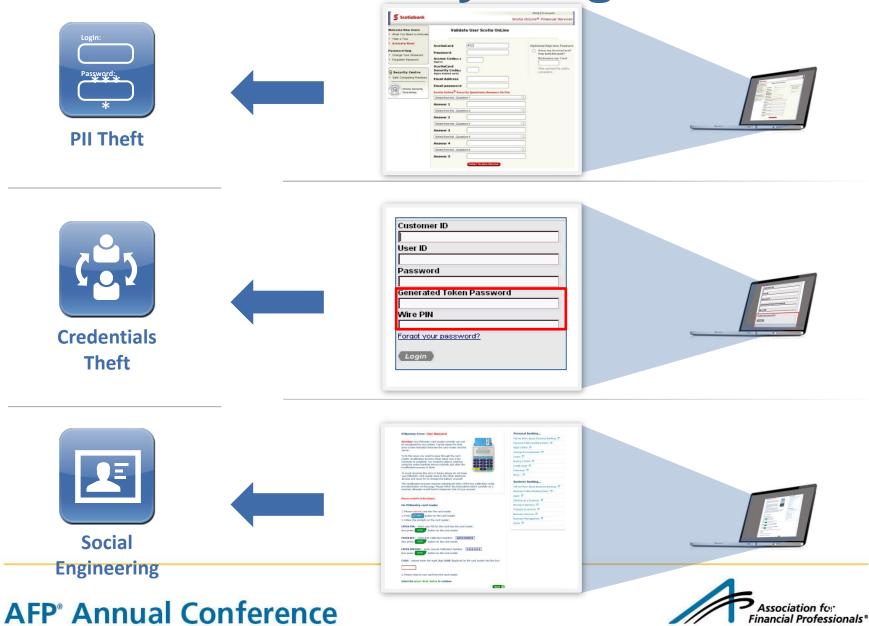


Anatomy of Malware Attack



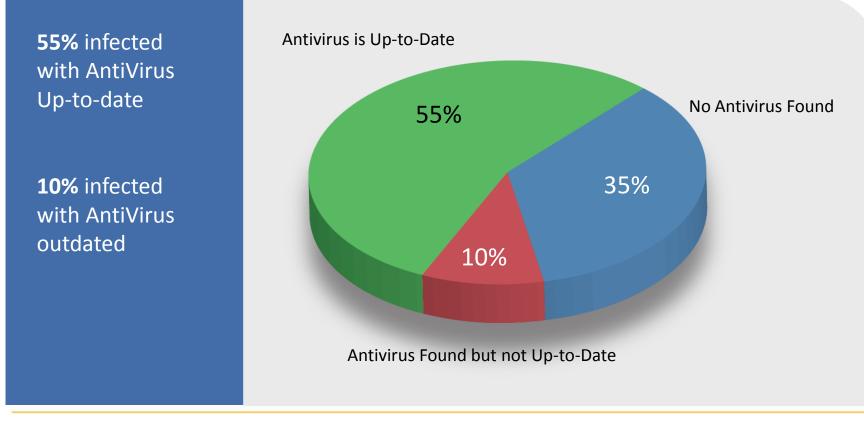


MitB Malware: Anything Goes



How Effective Are Anti-Virus Applications?

65% of machines infected with Zeus have an installed anti-virus product





How Trusteer Rapport Detects Financial Malware

Infect

Trusteer: What it does? Crime Logic (100s)





Exploit



Hook

AL THE

Inject



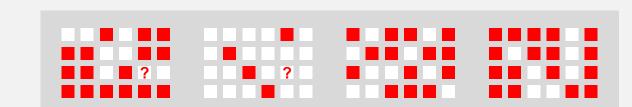


Access

Theft

Legacy: What it is? Files and Signatures (1000000s)

Anti-Virus





Real Life Malware Examples

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Trusteer

Cybercriminals: The Perfect Storm

• Nation-State Cyberwarfare

- Intensive training programs
- Meager pensions

Organized Crime

- Highly advanced underground economy
- Programmers "forced" to collaborate







Vulnerabilities Are NOT Going Away

• 2013 0-days (critical)

- Java Jan 10, Jan 16
- Adobe Flash, two Feb 7
- Microsoft "Megapatch" Fe
- Google Chrome March 11
- Chrome OS April 13
- IE 8 May 6

• And, Breaches on the Rise

- Operation Red October
- NYT, WSJ, Washington Post
- Federal Reserve
- Twitter, Facebook, Microsoft
- Bit9!







Malvertising: Surf the Web, Get Infected

• From "Malicious Advertising": the use of online advertising to spread malware.

- Inserted into high-profile reputable websites
- Can "push" exploits to web users

Recent Campaign

- Several ad networks hosting campaigns, including: Clicksor, linkbucks.com, Hooqy Media Advertiser, and traff.co
- Blackhole Exploit Kit targeting Java 0-day vulnerability





You Can't Even Trust Twitter!

Twitter Malware: Spreading More Than Just Tweets

```
function_PostTweet() {
    var a = $('input[name="authenticity_token"]').val();
    a.length > 0 && $.post("/i/tweet/create", {
        authenticity_token: a,
        place_id: "",
        status: _GetRndMsg()
    }).always(function() {
        ar[0].msgsent = 1, SetO(), window.location.href = window.location.href
    })
    }
}
```







Cross-Channel Check Fraud



Malware captures check images in a compromised account



Counterfeit checks are created using specialized paper and ink



Counterfeit checks are typically presented in retail stores



I can do **\$5 dollar per cheque if you provide** your own account numbers.. If you need bank accounts it will be **\$50 per working** /tested /verified accounts

Login correct into BK account and act as it will be your own account always **verify the transfer history** if it is available. Try to keep the transfer in balance with the owner history



TRENDS IN **FINANCIAL CRIME**

Presented by

Special Agent Jason Berryhill



Homeland Security

United States Secret Service



THE U.S. SECRET SERVICE

The mission of the United States Secret Service is to safeguard the nation's financial infrastructure and payment systems to preserve the integrity of the economy, and to protect national leaders, visiting heads of state, and government designated sites to include National Special Security Events.







THE U.S. SECRET SERVICE

• What we investigate:

- Financial Crimes / Electronic Crimes
 - Access Device Fraud, Financial Institution Fraud, Identity Theft, Computer Fraud, Bank Fraud
- Computer Based Attacks
 - Nation's Financial Banking and Telecommunications infrastructure
- Counterfeiting of Obligations
 - Securities (i.e. currency) of the United States









THE U.S. SECRET SERVICE Past, Present, Future of Financial Crimes

Counterfeit Currency





THE U.S. SECRET SERVICE The Future of Financial Crimes

Cyber Crime (Investigative Mission)

securitynews	Home > News > Privacy & data protection January 18, 2007 4:32 AM PST				
	XYZ hack exposes consumer da				
Ierts! Cybercrime Home & Auto Identity Theft Internet Scams Malware	By Jor Staff V Last m				
PIN Pads Hacked at Michaels Stores	News Sports Gossip Entertainment Events I National World Politics Crime Headlines / Archives I				
May 10, 2011 5:21 PM ET LBy Paul Wagenseil, SecurityNewsDaily Managing Editor Security on @msnbc.com	True Crime Stories The Mob				
	Article Comments ⁽⁸⁾				
Hackers attack PBS, post fa 'Tupac still alive' story 'Luiz Boat' group claims attack was in response to a documentary on WikiLeaks	Malaysian hacker Lin Mun Poo nab in Brooklyn after cracking into Fed Reserve network				
	BY JOHN MARZULLI DAILY NEWS STAFF WRITER				
	Friday, November 19th 2010, 4:00 AM				

News Reviews Dow cnet News Latest News Webware Crave Business T ta protection PST ck exposes consumer data com **YNEWS** Crime Entertainment Events Local Gossip Politics Crime Headlines / Archives Photos The Mob ments (8) E dag 50 8 + Sh n hacker Lin Mun Poo nabbed

Association for Financial Professionals*

THE U.S. SECRET SERVICE The Future of Financial Crimes

Cyber Crime (Protective Mission)



Posted in Crime, 28th September 2010 11:38 GMT Free whitepaper - The Register Guide to Enterprise Virtualization



BREAKING NEWS: President @BarackObama assassinated, 2 gunshot wounds have proved too much. It's a sad 4th for #america. #obamadead RIP 6 hours ago



Tweets

foxnewspolitics foxnewspolitics

#ObamaDead, it's a sad 4th of July. RT to support the late president's family, and RIP. The shooter will be found 6 hours ago



foxnewspolitics foxnewspolitics

@BarackObama shot twice at a Ross' restaurant in Iowa while campaigning. RIP Obama, best regards to the Obama family. 6 hours ago



foxnewspolitics foxnewspolitics

@BarackObama has just passed. Nearly 45 minutes ago, he was shot twice in the lower pelvic area and in the neck; shooter unknown. Bled out 6 hours ago



foxnewspolitics foxnewspolitics @BarackObama has just passed. The President is dead. A sad 4th

of July, indeed, President Barack Obama is dead 6 hours ago



CYBERCRIME What exactly is it?

Any crime that involves a computer and/or a network.

The computer may have been used in the commission of a crime, serve as an electronic storage container

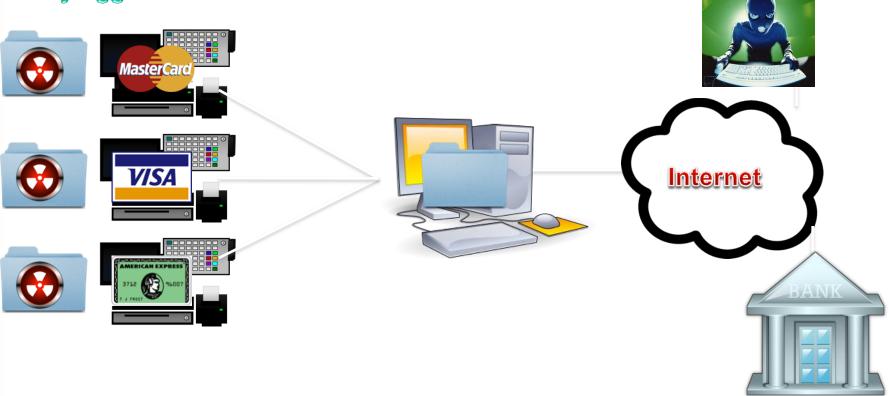
or

It may be the target.



ACCESS DEVICE FRAUD Emerging Techniques - Keylogger

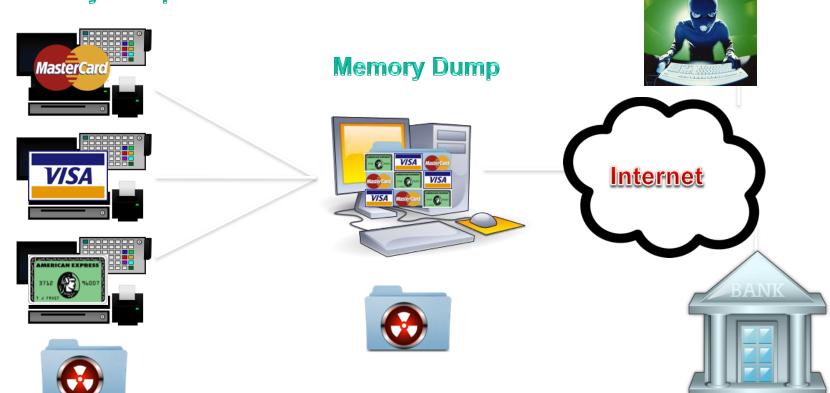
Keylogger





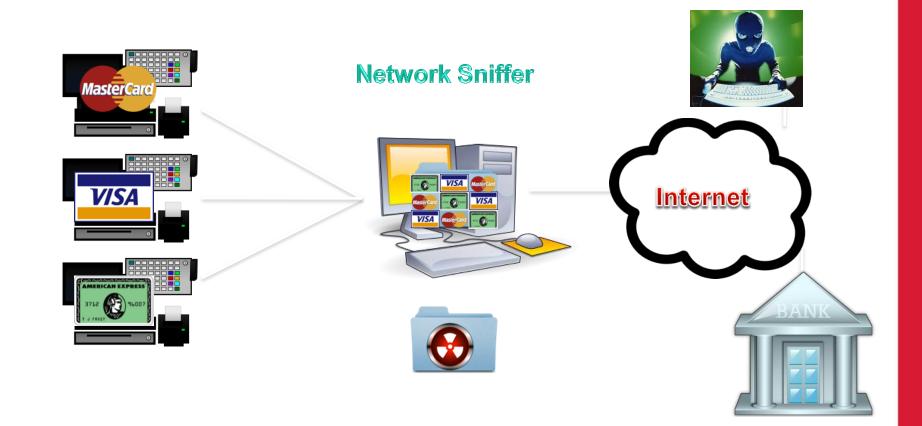
ACCESS DEVICE FRAUD Emerging Techniques – Memory Dump

Memory Dump





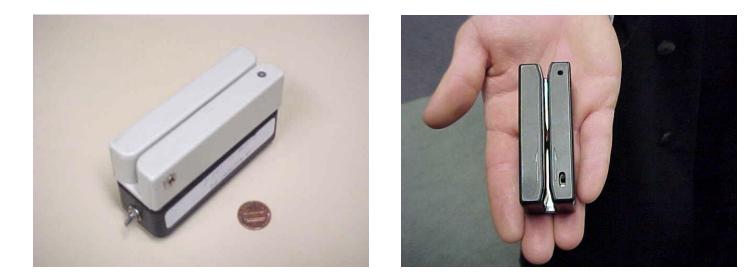
ACCESS DEVICE FRAUD Emerging Techniques – Network Sniffers





ACCESS DEVICE FRAUD

Typical Skimmers





Gas Pump Skimming





ACCESS DEVICE FRAUD Emerging Techniques – The Prize

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ACCESS DEVICE FRAUD Emerging Techniques – Carding Forums

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ACCESS DEVICE FRAUD

Stolen Account Numbers, What Happens Next.....

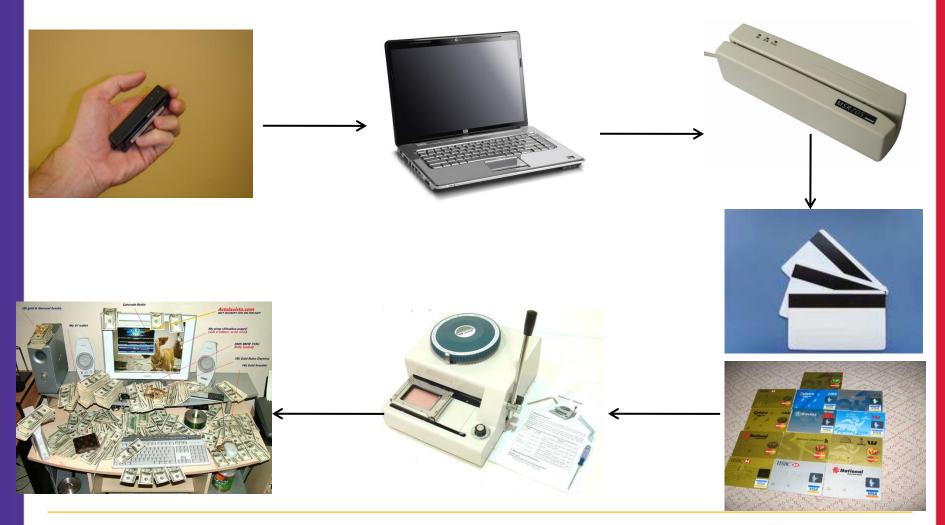
- The Data is Copied/Re-encoded onto:
 - White Plastic
 - Lost/Stolen Cards
 - True Counterfeit



 Account Numbers Utilized Through Phone or Internet transactions



Card Counterfeiting: Start to finish



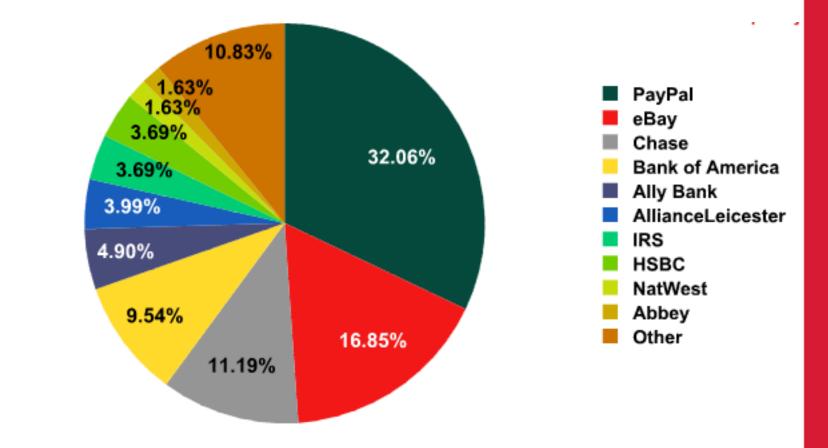


ACCESS DEVICE FRAUD Emerging Techniques – Creating Duplicate Cards





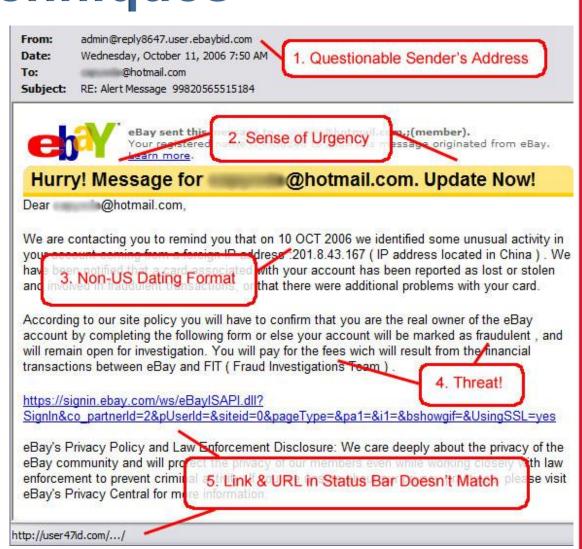
Emerging Techniques – Phishing





Emerging Techniques – Phishing

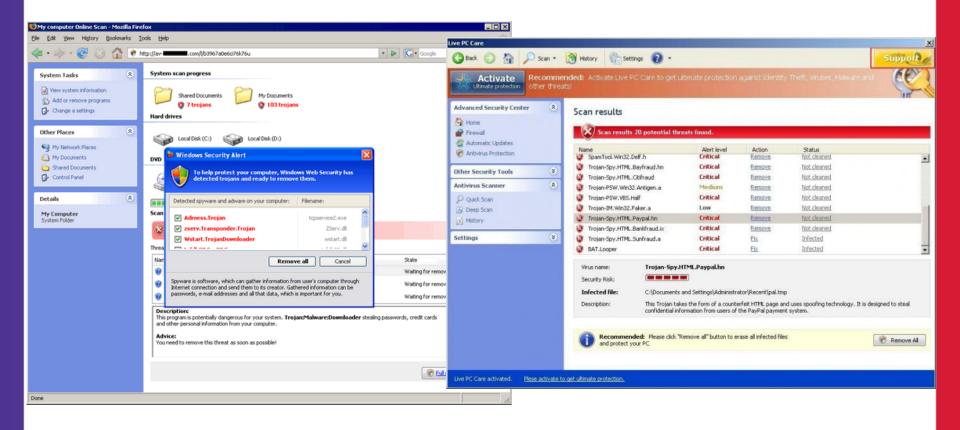
Key ways to Detect Phishing







Emerging Techniques – Phishing With Malware





IDENTITY THEFT Emerging Techniques – QR Codes



Quick Response (QR) code is a type of matrix barcode (or twodimensional code) first designed for the automotive industry. Since its inception it has become a major marketing/advertising tool.

On a smartphone, QR codes can perform changes. Risks include linking to dangerous websites with browser exploits, enabling

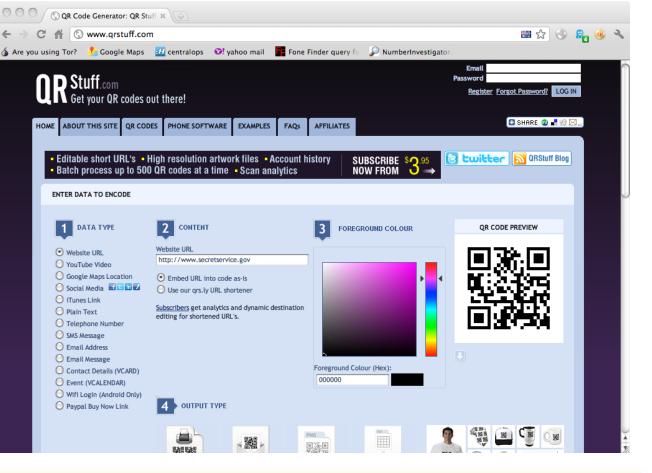
- Microphone
- Camera
- GPS
- Browsing Activity
- Exfiltrating sensitive data (passwords, files, contacts, transactions)

And then streaming those feeds to a remote server for data collection.



IDENTITY THEFT Emerging Techniques – QR Codes







CASE STUDIES



OPERATION RETAIL RESALE

Unauthorized Access Loss of Proprietary Information Corporate Disruption





CASE STUDIES

Operation Retail Resale – Sentenced - GUILTY

Ex-staffer sentenced to 2-6 years for hacking into Gucci's system

A disgruntled ex-computer tech at Gucci's US Headquarters in Manhattan was sentenced to anywhere from two to six years prison today for hacking into his old system two years ago and shutting down the whole operation's computers for a full day.

The high-tech hijinks of touchy techie Sam Chihlung Yin, 35, crashed the computers of the luxury goods retailer for nearly 24 hours. Yin, of Jersey City, completely wiped the email server, deleting everything in the company's e-mail mailboxes -- in many cases permanently.

But it didn't matter whether Yin used a keyboard instead of a weapon of violence, said his sentencing judge, Manhattan Supreme Court Justice Michael Sonberg.

"I do think that people who commit white collar crimes should be punished," the judge said.

"A white collar criminal does as much damage to society as a robber, a burglar or an assailant," the judge said.



CASE STUDIES Operation Retail Resale

- Network Administrator was fired from company
 - While employed created a fictitious employee
 - Email account
 - VPN Token (use to remote login)



- Unauthorized accessed of company network for a two (2) hour period resulted in:
 - Deletion of virtual servers
 - Shut Down a Storage Area Network
 - Deleted a disk containing corporate mailboxes from email server
 - Not only disrupted corporate email but all store managers across the U.S and the e-commerce sale team (resulted in \$1000's of lost sales)



OPERATION FEDERAL RESERVE

U.S. Secret Service Sting Nabs Man who Hacked into Federal Reserve Computers



Recommend 116

By JACK CLOHERTY, PIERRE THOMAS (@PierreTABC), and JASON RYAN WASHINGTON Nov. 19, 2010

A U.S. Secret Service undercover sting has apparently netted a big fish from the ocean of computer crime.

Unauthorized Access

Access Device Fraud



Lin Mun Poo allegedly hacked into U.S. financial institutions and stole more than 400,000 credit and debit card numbers.

He is charged with hacking into the supposedly secure computer system at the Federal Reserve Bank of Cleveland, and penetrating servers used by defense contractors and major corporations, potentially giving him access to sensitive national security information.

All of this, while sitting at home in Malaysia. Secret Service sources describe Poo as a "big fish," an "extremely sophisticated and dangerous computer hacker."

The 32 year-old Malaysian native was arrested on October 21 in New York by the Secret Service, and is being held without bail. Authorities are still investigating the extent of the damage Poo allegedly caused.

Poo's arrest was the result of a Secret Service undercover sting, according to the criminal complaint filed in the case.



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May 04 19:44:54 <f1ex></f1ex>	for their own system
May 04 19:45:12 <f1ex></f1ex>	I am going thru the logs
May 04 19:45:15 <f1ex></f1ex>	of some of the servers
May 04 19:45:24 <f1ex></f1ex>	this is under fsvsecure the network I scan
May 04 19:45:51 <cl></cl>	u sure?
May 04 19:45:59 <f1ex></f1ex>	http://209.235.105.195:8080/cmd/cmd.jsp?cmd=id
May 04 19:46:02 <f1ex></f1ex>	look at that shit dude
Jun 25 11:53:49 <immunity></immunity>	have sql server running to
	inity> federal reserve = usa gov bank right?
Jun 25 11:56:17 <cl></cl>	its main
Jun 25 11:56:18 <cl></cl>	bank
Jun 25 11:56:31 <cl></cl>	it might be the perfect place



CASE STUDIES Operation Federal Reserve

Lin Mun Poo (considered one of the top hackers of present day)

- Hacked the Federal Reserve Bank of Cleveland
- Penetrated Servers of defense contractors and other major corporations
- Penetrated Servers of FedComp, a data processor of Federal Credit Unions as well as other financial institutions and Point of Sale companies

Had over 400,000 Credit/Debit card numbers on his encrypted laptop





CASE STUDIES Operation Federal Reserve

- USSS Surveillance operation observed Poo selling 30 Credit Card numbers for \$1,000 upon arrival in NYC
- Poo believed he was traveling to NYC to meet up with a Credit Card Fraud Cashing ring who could withdraw cash from ATM machines
 Example of Hackers increasing ties with organized crime rings
- During interrogation Poo admitted to "Port Scanning the Internet" looking for corporations using a particular server in order to exploit its vulnerabilities.
 - He would scan batches of IP addresses each day
- Additional evidence of other compromised corporations / servers were on his heavily encrypted laptop computer that was seized at the time of his arrest
- Sentenced to 10 years in prison by NY U.S. District Judge.





WHAT CAN WE DO FOR YOU?

- Incident Response
 - Respond to the scene to interview the victim and image the computers.
- Analysis
 - Identify how the attacker gained access and how the information was stolen.
 - Work with the US Attorney's office for effective prosecution.
 - Pursue the arrest of the attacker(s) and seizure of assets.





Best Practices for Your Company

Case Studies

Jim Maimone Santander



Check Fraud Knows No Boundaries

Just because you are a US-based company doesn't mean you're not susceptible to International Check Fraud Scams







First assignment, you will be evaluating any Money Gram location in your area as a way of rating their competency and good customer service by doing a money transfer to the Agent assigned to you, Please follow these steps:

- At the Money Gram fill up the Blue or Red Color Money Transfer Form which will say SEND on it., for \$2,357.00 Cent plus \$178 1. send fees for Money in 10 Minutes option.
- Receiver's name is: 2. at our branch in State is country USA.
- Upon completion of this transaction, call your account manager immediately with your receipt to confirm the transaction. 3.
- Complete the evaluation form at home with your honest opinion and fax it to Fax: 1-877-689-1866 4.

Second assignment, you will take out the sum of \$100.00 for shopping at one of the retail stores listed; WAL-MART, COSTCO, BESTBUY, HOME DEPOT. Etc. Items you buy are yours to keep as a bonus. Please inform us if employees are helpful to customers. Failure to complete these two assignments respectively will lead to employment termination.

Please note that it is mandatory for you to cali-in upon completion of each assignment and report to your account manager and fax your evaluation and all receipts for verifications purposes. Any jobs done but not reported will be considered "NOT DONE" and you will not be sent any other assignment until further notice. Call your Account Manager to activate the enclosed payroll check before depositing in your bank account. We appreciate your confidentiality and integrity as our "Secret Shopper" representative. Complete the evaluation form at home with your honest opinion and fax it to Fax: 1-877-689-1866

Below is the breakdown on how to spend the enclose		E.
1. Your Salary	\$ 340.00	
2. Survey funds to be transferred \$2,357.00 + \$178 send fees	\$2 535 00	
3. Fund needed for shopping	\$ 100.00	
Total:	\$ 2 975 00	ſ <u></u>













Stores and organizations such as The Gap, Wal-Mart, Pizza Hut, and Western Union amongst many others pay our Secret Shoppers to shop in their establishments and report their experiences. On top of being paid for shopping you are also allowed to keep purchases for free. WE NEVER charge fees to the shopper. Helping to drive exceptional bottom-line performance, nearly 800,000 shoppers have registered at our website, performing millions of mystery shopping task throughout Europe and North America. With our continual investment in the latest internet and communication technologies, you can be rest assured that working with US is a satisfying and rewarding experience. It's fun and rewarding, you are not obliged to accept this offer. There is no charge to become a shopper and you do not need previous experience. This program is run on a weekly basis.



Positive Pay International Check Fraud Scheme

Suspicious Activity

• Discovered an abnormal amount of check suspects

Called Local Authorities

Good instincts knew it was just not right

Authorities Discovered they were a victim of an International Check Fraud Ring

Fortunately, by effectively using Positive Pay, the company experienced no loss



Control Access to All Information

The man-in-the-middle may be able to take advantage of you in your payments module



However, your account information may be just as valuable



Effective use of Dual Approval for Payments

Dual Approval Set Up for Wire Transfer •Reviewed Wire Activity Completely

You can't just look at the summary information

A good practice is to review all the payment detail

Company Discovered a Wire Fraud

 Discovered that the only the Beneficiary Bank was changed

Fortunately, the approver detected the change & the company experienced no loss



How a little information can create a cross-channel nightmare

Account information was not thoroughly protected

Fraudster was able to obtain account information

Through some social engineering the fraudster was able to obtain information to originate wire transfers through a call center

Unfortunately, the company could have done a better job of securing access to critical account information to prevent the fraud



An Ounce of Prevention – ACH Debit Blocks

A Creative Employee

 Discovered they could use their payroll check's ABA & account number to purchase goods on the Internet

Company Monitored Accounts Regularly

Company was able to return some of the debits in time

The use of ACH Debit Protection on their Payroll Account would have been an effective tool

Unfortunately, the losses could have been prevented



Key Takeaways

Despite the industry's best efforts

- Software vulnerabilities will continue
- Malware will continue to evolve
- Advanced malware will remain difficult to prevent and detect
 - This sophisticated technology threat cannot be beaten without equally sophisticated prevention technology
 - Silver bullets do not exist

Fraud prevention is a shared responsibility

- Financial institutions must provide education, tools, support
- Bank clients must know their responsibilities and take advantage of bank-provided tools



Questions?





Appendix



Speaker

Jason Berryhill Special Agent, Secret Service CISSP, EnCE

- Jason is a specialist in digital forensic analysis and network intrusion.
- He has been involved in electronic cases dealing with intrusions into networks, phishing attacks, malware, intellectual property theft, and more.

United States Secret Service Electronic Crimes Task Force (702) 868-3000 j.berryhill@usss.dhs.gov www.secretservice.gov/ectf.shtml



Speaker



George Tubin Senior Security Strategist, Trusteer

- Over 18 years in the financial services industry.
- Primarily focused on fraud and risk management strategies.
- Trusteer is the leading provider of endpoint cybercrime prevention solutions to protect organizations against financial fraud and data breaches.



About Trusteer

Company	Founded in 2006 Endpoint Cybercrime Prevention 100,000,000 Endpoints	
G Solutions	Protecting applications on any device against advanced threats and data loss	
Global	Boston, Charlotte, San Francisco, New York, London, Paris, Tel Aviv, Sydney, Santiago, Toronto, Vienna	

Application protection at a large scale

10/20

Top US Banks



3/5

Top Canadian Banks



9/10 Top UK Banks



Top Australian Banks





Speaker



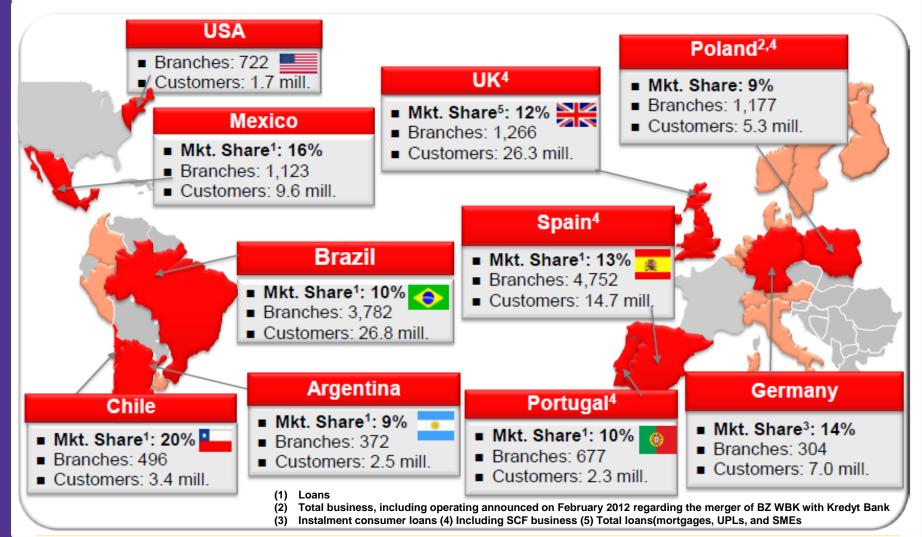
Jim Maimone, CTP SVP Payables & Receivables Sovereign Bank, N.A.

- Over 20 years in Transactional Banking
- Responsible for product management and product development



Who is Santander?

With a high market share in 10 major markets





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Thank you!



