Cybercrime and AI and How You Can Manage the Risk

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Key Drivers of Risk

Connected devices such as EPOS

Regulation & compliance

Reliance on IT applications & integrations such as booking systems

Growing threat environment including criminals seeking financial gain

Likely Cyber Attacks

01

Software Supply Chain

02

Social Engineering

03

Denial of Service Attack

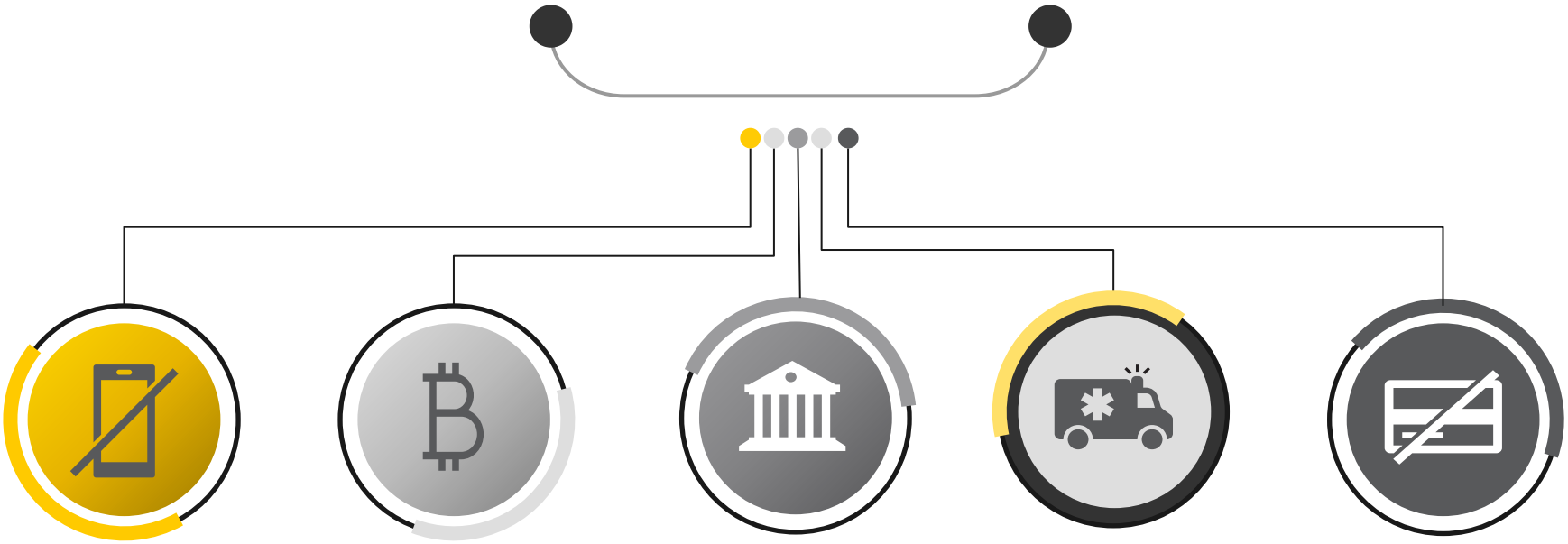
04

Ransomware

05

Phishing

Likely Impacts for Leisure & Hospitality Business



Business Interruption

Cyber Extortion

Legal, Regulatory & Compliance Claims

Incident Response & Recovery

Reputational damage

Why should you consider insurance?

Provides a 24/7 Incident Response Service

Access to necessary Legal and IT expertise

Covers financial losses arising from cyber incident including business interruption

Improves Recovery time & Minimises Impact

Examples of incidents within the industry

IHG, owners of Holiday Inn were attacked by a "vindictive" couple who gained access to systems allegedly via a phishing email. Whilst their ransomware attack failed they were successful in deleting data and accessing email and other private systems. The hotel chain had to shut down its systems impacting thousands of customers whilst the threat was assessed, isolated and resolved.

Cyber-security experts say Booking.com itself has not been hacked, but criminals have devised ways to get into the administration portals of individual hotels which use the service. Hackers are first tricking hotel staff into downloading a malicious piece of software called Vidar Infostealer.

They do this by sending an email to the hotel pretending to be a former guest who has left their passport in their room.

Then the hackers log into the Booking.com portal allowing them to see all customers who currently have room or holiday reservations. The hackers then message customers from the official app and are able to trick people into paying money to them instead of the hotel.

Questions?

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