

Global Economic Crime and Fraud Survey 2018

Introduction

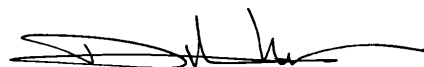
Welcome and thank you for participating in this online survey.

The aim of this survey is to assess corporate attitudes towards fraud and economic crime in the current economic environment and the effect these are having on organizations' business ethics and compliance programmes, and what types of fraud are most common.

Your co-operation will play a key role in establishing the extent of economic crime in businesses and in helping to develop the means to mitigate its risks.

Your views will be held in the strictest confidence. Responses will not be attributable to any individual or organisation. However, if you would like to receive a personalized dashboard report that will benchmark your responses to key questions against your peers, with your responses used solely to create your report, you will have the opportunity to provide your contact details at the end of the survey. A local PwC territory representative will deliver your report to the email address you provide after the Global results are officially released in February 2018.

We look forward to hearing your views. Thank you in advance for your participation.



Didier Lavion – Principal, CFE, PI
Chair, 2018 GECS Global Editorial Board
Forensics Advisory

How it works

The survey will take 15-20 minutes to complete depending on the answers you select.

We ask that you respond to the survey regarding your experience of the particular country for which you are responsible or primarily work in.

In case you have any questions regarding the survey, please contact the PwC Global Economic Crime and Fraud Survey team via Kelsey Kado (kelsey.kado@pwc.com), or the PwC representative in your country. You can find the email address and the contact numbers of your local country representative on the invitation sent to you to participate in this survey. For any technical difficulties experienced accessing or completing the survey, please contact GECSresearch@uk.pwc.com. Please note that the survey will close on **06 September 2017**.

Confidentiality

All responses will be strictly confidential. This means that all survey data will be separated from the organization name and responses will be associated only with your industry, company size, and other demographic data. No references to individual companies will be made in results or analysis of the survey data.

Completing the survey

The '**Back**' and '**Next**' buttons at the bottom of each screen allow you to navigate through the survey. Please note that using the web browser 'back' button will take you out of the survey without saving your answers.

Some screens may require you to use the scroll bar at the right-hand side of the screen in order to move down the page and answer the rest of the question. The navigation buttons will be located at the end of each set of questions.

It is best to complete the survey in one sitting. However, provided you have cookies enabled on your browser history, you may exit your browser window and, when convenient, re-access the survey. The survey will open at the last question completed. Your session will expire if you are away from any survey page for more than 60 minutes.

Note: Definitions can be accessed by hovering your cursor over the underlined terms and can be found via the Glossary link at the top right of each page

Content

The survey is presented under the following sections

- Section 1: Your organizational profile
- Section 2: Fraud and economic crime trends
- Section 3: Technology – an economic crime blessing or curse?
- Section 4: New/disruptive technologies
- Section 5: Profile of the perpetrator and detection methods
- Section 6: Business ethics and compliance programs
- Section 7: Regulations – Anti Money Laundering
- Section 8: The Global context

Section 1: Your organizational profile

Mandatory

Q1a) We ask that you respond to the survey regarding the country you are responsible for or primarily work in.

In order to help select that country, please first pick your global region.

Please select ONE option only

| Africa | <input type="checkbox"/> 1 | |
|-------------------------------------|----------------------------|--|
| Asia-Pacific | <input type="checkbox"/> 2 | |
| Europe | <input type="checkbox"/> 3 | |
| Middle East | <input type="checkbox"/> 4 | |
| North America (including Caribbean) | <input type="checkbox"/> 5 | |
| Latin America | <input type="checkbox"/> 6 | |

Mandatory

Q1b) Thank you for selecting the region, please now select the country you are responsible for or primarily work in.

Please select ONE option only

Countries displayed filtered on selection at Q1a.

| North America (including Caribbean) | Latin America | Africa | Europe | Middle East | Asia-Pacific |
|---|-----------------------------------|----------------------------------|------------------------|-----------------------------|---|
| Anguilla | Argentina | Algeria | Albania | Bahrain | Afghanistan |
| Antigua and Barbuda | Belize | Angola | Andorra | Iran (Islamic Republic of) | American Samoa |
| Aruba | Bolivia | Benin | Armenia | Iraq | Australia |
| Bahamas | Brazil | Botswana | Austria | Israel | Bangladesh |
| Barbados | Chile | Burkina Faso | Azerbaijan | Jordan | Bhutan |
| Bermuda | Colombia | Burundi | Belarus | Kuwait | Brunei Darussalam |
| Canada | Costa Rica | Cameroon | Belgium | Lebanon | Cambodia |
| Cayman Islands | Ecuador | Cape Verde | Bosnia and Herzegovina | Oman | China |
| Cuba | El Salvador | Central African Republic | Bulgaria | Palestinian territories | Christmas Island |
| Dominica | Falkland Islands (Islas Malvinas) | Chad | Croatia | Qatar | Cocos (Keeling) Islands |
| Dominican Republic | French Guiana | Comoros | Cyprus | Saudi Arabia | Cook Islands |
| Greenland | Guatemala | Congo, Republic of | Czech Republic | Syria, Syrian Arab Republic | East Timor (Timor-Leste) |
| Grenada | Guyana | Democratic Republic of the Congo | Denmark | United Arab Emirates | Fiji |
| Guadeloupe | Honduras | Djibouti | Estonia | Yemen | French Polynesia |
| Haiti | Mexico | Egypt | Faroe Islands | Other | Guam |
| Jamaica | Nicaragua | Equatorial Guinea | Finland | | Hong Kong |
| Martinique | Panama | Eritrea | France | | India |
| Montserrat | Paraguay | Ethiopia | Georgia | | Indonesia |
| Netherlands Antilles | Peru | Gabon | Germany | | Japan |
| Puerto Rico | Suriname | Gambia | Gibraltar | | Kazakhstan |
| Saint Barthelemy | Uruguay | Ghana | Greece | | Kiribati |
| Saint Kitts and Nevis | Venezuela | Guinea | Hungary | | Korea, Democratic People's Rep. (North Korea) |
| Saint Lucia | Other | Guinea-Bissau | Iceland | | Korea, Republic of (South Korea) |
| Saint Pierre and Miquelon | | Ivory Coast | Ireland | | Kyrgyzstan |
| Saint Vincent and the Grenadines | | Kenya | Italy | | Lao, People's Democratic Republic |
| Trinidad and Tobago | | Lesotho | Kosovo | | Macau |
| Turks and Caicos Islands | | Liberia | Latvia | | Malaysia |
| United States | | Libya | Liechtenstein | | Maldives |
| Virgin Islands (British) | | Madagascar | Lithuania | | Marshall Islands |
| Virgin Islands (U.S.) | | Malawi | Luxembourg | | Micronesia, Federal States of |
| Other | | Mali | Macedonia, Rep. of | | Mongolia |
| | | Mauritania | Malta | | Myanmar, Burma |

| | | | | | |
|--|--|-----------------------|-------------------------------|--|---------------------------|
| | | Mauritius | Moldova, Republic of | | Nauru |
| | | Mayotte | Monaco | | Nepal |
| | | Morocco | Montenegro | | New Caledonia |
| | | Mozambique | Netherlands | | New Zealand |
| | | Namibia | Norway | | Niue |
| | | Niger | Poland | | Northern Mariana Islands |
| | | Nigeria | Portugal | | Pakistan |
| | | Reunion Island | Romania | | Palau |
| | | Rwanda | Russian Federation | | Papua New Guinea |
| | | Sao Tome and Principe | San Marino | | Philippines |
| | | Senegal | Serbia | | Pitcairn Island |
| | | Seychelles | Slovakia | | Samoa |
| | | Sierra Leone | Slovenia | | Singapore |
| | | Somalia | Spain | | Solomon Islands |
| | | South Africa | Svalbard | | Sri Lanka |
| | | South Sudan | Sweden | | Taiwan |
| | | Sudan | Switzerland | | Tajikistan |
| | | Swaziland | Turkey | | Thailand |
| | | Tanzania | Ukraine | | Tokelau |
| | | Togo | United Kingdom | | Tonga |
| | | Tunisia | Vatican City State (Holy See) | | Turkmenistan |
| | | Uganda | Other | | Tuvalu |
| | | Western Sahara | | | Uzbekistan |
| | | Zambia | | | Vanuatu |
| | | Zimbabwe | | | Vietnam |
| | | Other | | | Wallis and Futuna Islands |
| | | | | | Other |

Displayed if US selected at Q1b (for US panel monitoring purposes only)

Q1c) Please select your state.

| 1 | Alabama | 21 | Massachusetts | 41 | South Dakota |
|----|-------------|----|----------------|----|-----------------|
| 2 | Alaska | 22 | Michigan | 42 | Tennessee |
| 3 | Arizona | 23 | Minnesota | 43 | Texas |
| 4 | Arkansas | 24 | Mississippi | 44 | Utah |
| 5 | California | 25 | Missouri | 45 | Vermont |
| 6 | Colorado | 26 | Montana | 46 | Virginia |
| 7 | Connecticut | 27 | Nebraska | 47 | Washington |
| 8 | Delaware | 28 | Nevada | 48 | Washington D.C. |
| 9 | Florida | 29 | New Hampshire | 49 | West Virginia |
| 10 | Georgia | 30 | New Jersey | 50 | Wisconsin |
| 11 | Hawaii | 31 | New Mexico | 51 | Wyoming |
| 12 | Idaho | 32 | New York | | |
| 13 | Illinois | 33 | North Carolina | | |

| | | | |
|----|-----------|----|----------------|
| 14 | Indiana | 34 | North Dakota |
| 15 | Iowa | 35 | Ohio |
| 16 | Kansas | 36 | Oklahoma |
| 17 | Kentucky | 37 | Oregon |
| 18 | Louisiana | 38 | Pennsylvania |
| 19 | Maine | 39 | Rhode Island |
| 20 | Maryland | 40 | South Carolina |
| | | | |

Mandatory

Q2) Which principal function do you manage or belong to within your organization?
Please select ONE option only

| | | |
|---------------------------|-----------------------------|-------------------|
| | | |
| Audit | <input type="checkbox"/> 1 | |
| Advisory/Consultancy | <input type="checkbox"/> 2 | |
| Compliance | <input type="checkbox"/> 3 | |
| Customer Service | <input type="checkbox"/> 4 | |
| Executive Management | <input type="checkbox"/> 5 | |
| Finance | <input type="checkbox"/> 6 | |
| Fraud and Financial Crime | <input type="checkbox"/> 7 | Go to QN2b |
| Human Resources | <input type="checkbox"/> 8 | |
| Information Technology | <input type="checkbox"/> 9 | |
| Legal | <input type="checkbox"/> 10 | |
| Marketing and Sales | <input type="checkbox"/> 11 | |
| Operations and Production | <input type="checkbox"/> 12 | |
| Procurement | <input type="checkbox"/> 13 | |
| Research and Development | <input type="checkbox"/> 14 | |
| Risk Management | <input type="checkbox"/> 15 | |
| Security | <input type="checkbox"/> 16 | |
| Tax | <input type="checkbox"/> 17 | |
| Other (please specify) | <input type="checkbox"/> 94 | |

Display if Fraud and Financial crime selected at Q2 (option 7)

Mandatory

NQ2b) How many of your organization's employees work in the Fraud and Financial Crime department/function in [country selected at Q1b]?
Please insert whole number only

Number of employees in Fraud and Financial Crime department / function

Don't know

☐ 97

Mandatory

Q3) Please select your job title/role.
Please select ONE option only

| | | |
|--|-----------------------------|--|
| Board Member | <input type="checkbox"/> 1 | |
| Chief Executive Officer/President/Managing Director | <input type="checkbox"/> 2 | |
| Chief Operating Officer | <input type="checkbox"/> 3 | |
| Chief Financial Officer/Treasurer/Comptroller | <input type="checkbox"/> 4 | |
| Chief Information Officer/Technology Director | <input type="checkbox"/> 5 | |
| Chief Security Officer | <input type="checkbox"/> 6 | |
| General Counsel | <input type="checkbox"/> 7 | |
| Chief Information Security Officer | <input type="checkbox"/> 8 | |
| Chief Risk Officer | <input type="checkbox"/> 9 | |
| Chief Compliance Officer Head of Internal Audit/Chief Audit Executive | <input type="checkbox"/> 10 | |
| Other Senior Executive/ C-suite Level (please specify) | <input type="checkbox"/> 11 | |
| Senior Vice President/Vice President/Director | <input type="checkbox"/> 12 | |
| Head of Business Unit | <input type="checkbox"/> 13 | |
| Head of Department | <input type="checkbox"/> 14 | |
| Head of Fraud | <input type="checkbox"/> 15 | |
| Head of Financial Crime | <input type="checkbox"/> 16 | |
| Head of Human Resources | <input type="checkbox"/> 17 | |
| Manager | <input type="checkbox"/> 18 | |
| Other (please specify) | <input type="checkbox"/> 94 | |

Q4) Please type your organization's name in the box below (optional). It will not be disclosed. You may choose to proceed without providing it.

Please use the space provided below

Programming note: If response provided here, please pull through to pre-populate 'Company name' at benchmarking approval at end of the survey

| |
|--|
| |
|--|

Mandatory

Q5a) In how many countries does your organization have offices?

Please select one only

| | | |
|---------------|----------------------------|--|
| One only | <input type="checkbox"/> 1 | |
| 2 - 10 | <input type="checkbox"/> 2 | |
| 11 - 25 | <input type="checkbox"/> 3 | |
| 26 - 50 | <input type="checkbox"/> 4 | |
| 51 - 100 | <input type="checkbox"/> 5 | |
| More than 100 | <input type="checkbox"/> 6 | |

Display if more than one office selected at Q5a (options 2-6)

NQ5b) You indicated your organization has offices in multiple countries. Is your organization headquartered in [country selected at Q1b]?

Please select one only

| | | |
|------------|-----------------------------|--|
| Yes | <input type="checkbox"/> 1 | |
| No | <input type="checkbox"/> 2 | |
| Don't know | <input type="checkbox"/> 97 | |

Display if 'No' selected at QN5b

NQ5c) Please select the region where your organization is headquartered.

Please select ONE option only

| | | |
|-------------------------------------|-----------------------------|--|
| Africa | <input type="checkbox"/> 1 | |
| Asia-Pacific | <input type="checkbox"/> 2 | |
| Europe | <input type="checkbox"/> 3 | |
| Middle East | <input type="checkbox"/> 4 | |
| North America (including Caribbean) | <input type="checkbox"/> 5 | |
| Latin America | <input type="checkbox"/> 6 | |
| Don't know | <input type="checkbox"/> 97 | |

Mandatory**Q6a) Within which industry does your organization *mainly* operate?***Please select ONE option only.*

| | | |
|--|-----------------------------|-------------------|
| | | |
| Aerospace and Defence | <input type="checkbox"/> 1 | |
| Agriculture | <input type="checkbox"/> 2 | |
| Automotive | <input type="checkbox"/> 3 | |
| Chemicals | <input type="checkbox"/> 4 | |
| Communications | <input type="checkbox"/> 5 | |
| Education | <input type="checkbox"/> 6 | |
| Energy, Utilities and Mining | <input type="checkbox"/> 7 | Go to QN6c |
| Engineering and Construction | <input type="checkbox"/> 8 | |
| Entertainment and Media | <input type="checkbox"/> 9 | |
| Financial Services | <input type="checkbox"/> 10 | Go to QN6b |
| Government / State Owned Enterprises & Public Services | <input type="checkbox"/> 11 | |
| Healthcare | <input type="checkbox"/> 12 | |
| Hospitality and Leisure | <input type="checkbox"/> 13 | |
| Manufacturing | <input type="checkbox"/> 14 | |
| Insurance | <input type="checkbox"/> 15 | |
| Pharmaceuticals and Life Sciences | <input type="checkbox"/> 16 | |
| Professional Services | <input type="checkbox"/> 17 | |
| Retail and Consumer | <input type="checkbox"/> 18 | |
| <u>Technology</u> | <input type="checkbox"/> 19 | |
| Transportation and Logistics | <input type="checkbox"/> 20 | |
| Other Industry / Business (please specify) | <input type="checkbox"/> 94 | |

*Display Q6b if financial services selected at Q6a***Mandatory****NQ6b) Within which financial services sub-sector industry does your organization *mainly* operate?***Please select ONE option only.*

| | | |
|--|-----------------------------|--|
| | | |
| Asset & wealth management | <input type="checkbox"/> 1 | |
| Banking & capital markets | <input type="checkbox"/> 2 | |
| Private equity | <input type="checkbox"/> 3 | |
| Sovereign investment funds | <input type="checkbox"/> 4 | |
| Other Financial Services sub-sector (please specify) | <input type="checkbox"/> 94 | |

Display Q6c if EUM selected at Q6a

Mandatory

NQ6c) Within which Energy, Utilities and Mining sub-sector industry does your organization *mainly* operate?

Please select ONE option only.

| Energy | <input type="checkbox"/> 1 | |
|------------------------|-----------------------------|--|
| Utilities | <input type="checkbox"/> 2 | |
| Mining | <input type="checkbox"/> 3 | |
| Other (please specify) | <input type="checkbox"/> 94 | |

Mandatory

Q7) Which of the options below best describes your organization's ownership structure?

Please select ONE option only

| Publicly Traded Company | <input type="checkbox"/> 1 | |
|---|-----------------------------|--|
| Portfolio Company of Private Equity Fund | <input type="checkbox"/> 2 | |
| Other type of Privately Owned Company (e.g. partnership, sole trader) | <input type="checkbox"/> 3 | |
| Government / State Owned Enterprise | <input type="checkbox"/> 4 | |
| Other (please specify) | <input type="checkbox"/> 94 | |

Mandatory

Q8a) How many employees does your organization have globally?

Please select ONE option only

| Up to 100 employees | <input type="checkbox"/> 1 | |
|----------------------------|-----------------------------|--|
| 101 – 500 employees | <input type="checkbox"/> 2 | |
| 501 – 1,000 employees | <input type="checkbox"/> 3 | |
| 1,001 – 5,000 employees | <input type="checkbox"/> 4 | |
| 5,001 – 10,000 employees | <input type="checkbox"/> 5 | |
| 10,001 – 50,000 employees | <input type="checkbox"/> 6 | |
| More than 50,000 employees | <input type="checkbox"/> 7 | |
| Don't know | <input type="checkbox"/> 97 | |

Mandatory

NQ8b) Which of the following best describes the annual **global revenue/turnover of your entire organization in US dollars (\$)?**

Please select ONE option only

| | | |
|--|-----------------------------|--|
| | | |
| \$50 billion or more | <input type="checkbox"/> 1 | |
| \$10 billion to less than \$50 billion | <input type="checkbox"/> 2 | |
| \$5 billion to less than \$10 billion | <input type="checkbox"/> 3 | |
| \$1 billion to less than \$5 billion | <input type="checkbox"/> 4 | |
| \$500 million to less than \$1 billion | <input type="checkbox"/> 5 | |
| \$100 million to less than \$500 million | <input type="checkbox"/> 6 | |
| \$50 million to less than \$100 million | <input type="checkbox"/> 7 | |
| \$10 million to less than \$50 million | <input type="checkbox"/> 8 | |
| Less than \$10 million | <input type="checkbox"/> 9 | |
| Prefer not to respond | <input type="checkbox"/> 98 | |
| Don't know | <input type="checkbox"/> 97 | |

Section 2: Fraud and Economic crime trends

Mandatory

NQ9) What level of insight do you have into fraud and/ or economic crime incidence in your organisation?

Please select ONE option only

| Extensive insight into all aspects | <input type="checkbox"/> 1 | |
|--|-----------------------------|--|
| High level/overview knowledge | <input type="checkbox"/> 2 | |
| Insight into/knowledge of particular areas of the organization | <input type="checkbox"/> 3 | |
| Limited knowledge | <input type="checkbox"/> 4 | |
| None | <input type="checkbox"/> 97 | For cleaning on main survey. Exit on panel survey |

Mandatory

Q10) Has your organization experienced any fraud and/or economic crime in [insert country selected at Q1] within the last 24 months?

Please select ONE option only

| Yes | <input type="checkbox"/> 1 |
|------------|-----------------------------|
| No | <input type="checkbox"/> 2 |
| Don't Know | <input type="checkbox"/> 97 |

Display if 'yes' is selected at Q10

Mandatory

Q11) What types of fraud and/or economic crime has your organization experienced in [insert country selected at Q1] within the last 24 months?

Please select ALL that apply

Note: If only one crime is selected, your response will feed into future questions in the survey as the most disruptive crime experienced.

Programming note: display pop-up box "As only one crime has been selected, this response will be recognised as the most disruptive crime your organisation experienced and will feed into future questions in the survey"

| <u>Asset misappropriation</u> | <input type="checkbox"/> 1 |
|--|-----------------------------|
| <u>Accounting Fraud</u> | <input type="checkbox"/> 2 |
| <u>Bribery and Corruption</u> | <input type="checkbox"/> 3 |
| <u>Business Conduct/Misconduct</u> (e.g. Incentive abuse) | <input type="checkbox"/> 4 |
| <u>Competition / Anti-Trust Law Infringement</u> | <input type="checkbox"/> 5 |
| <u>Cybercrime</u> | <input type="checkbox"/> 6 |
| <u>Fraud committed by the consumer</u> (e.g. Mortgage Fraud, credit card fraud, claims fraud, check fraud, synthetic ID) | <input type="checkbox"/> 7 |
| <u>Human Resources Fraud</u> (recruiting and/or payroll fraud) | <input type="checkbox"/> 8 |
| <u>Intellectual Property (IP) theft</u> | <input type="checkbox"/> 9 |
| <u>Insider Trading</u> | <input type="checkbox"/> 10 |

| | |
|------------------------|-----------------------------|
| Money Laundering | <input type="checkbox"/> 11 |
| Procurement Fraud | <input type="checkbox"/> 12 |
| Tax Fraud | <input type="checkbox"/> 13 |
| Other (please specify) | <input type="checkbox"/> 94 |

Display if 'yes' is selected at Q10

Display options selected at Q11

Mandatory

NQ12) Of the fraud and/or economic crimes experienced by your organization in the last 24 months, which was the MOST disruptive/serious in terms of the impact on your organization (monetary or otherwise)?

N.B. Your response to this question will feed into future questions in the survey.

Please select ONE option only

| | |
|---|-----------------------------|
| Asset misappropriation | <input type="checkbox"/> 1 |
| Accounting Fraud | <input type="checkbox"/> 2 |
| Bribery and Corruption | <input type="checkbox"/> 3 |
| Business Conduct/Misconduct (e.g. Incentive abuse) | <input type="checkbox"/> 4 |
| Competition / Anti-Trust Law Infringement | <input type="checkbox"/> 5 |
| Cybercrime | <input type="checkbox"/> 6 |
| Fraud committed by the consumer (e.g. Mortgage Fraud, credit card fraud, claims fraud, check fraud, synthetic ID) | <input type="checkbox"/> 7 |
| Human Resources Fraud (recruiting and/or payroll fraud) | <input type="checkbox"/> 8 |
| Intellectual Property (IP) theft | <input type="checkbox"/> 9 |
| Insider Trading | <input type="checkbox"/> 10 |
| Money Laundering | <input type="checkbox"/> 11 |
| Procurement Fraud | <input type="checkbox"/> 12 |
| Tax Fraud | <input type="checkbox"/> 13 |
| Other (please specify) | <input type="checkbox"/> 94 |

Display if 'yes' is selected at Q10 and crime selected at NQ12

NQ13) Was the incident of [insert from NQ12] brought to the attention of your board level executives or to senior leaders charged with governance?

Please select ONE option only

| | |
|------------|-----------------------------|
| Yes | <input type="checkbox"/> 1 |
| No | <input type="checkbox"/> 2 |
| Don't Know | <input type="checkbox"/> 97 |

Display if 'yes' is selected at Q10 and crime selected at NQ12

Q14) In financial terms, approximately, how much do you think your organization may have directly lost through [insert from NQ12] over the last 24 months? Please provide your estimate in US dollars.

Please select ONE option only

| Less than 25,000 US dollars | <input type="checkbox"/> 1 |
|---|-----------------------------|
| 25,000 to < 50,000 US dollars | <input type="checkbox"/> 2 |
| 50,000 to < 100,000 US dollars | <input type="checkbox"/> 3 |
| 100,000 to < 1 million US dollars | <input type="checkbox"/> 4 |
| 1 million to < 5 million US dollars | <input type="checkbox"/> 5 |
| 5 million to < 50 million US dollars | <input type="checkbox"/> 6 |
| 50 million to < 100 million US dollars | <input type="checkbox"/> 7 |
| 100 million US dollars or more | <input type="checkbox"/> 8 |
| Amount is immeasurable (solely non tangible loss) | <input type="checkbox"/> 9 |
| Don't know | <input type="checkbox"/> 94 |

Display if 'yes' is selected at Q10 and crime selected at NQ12

NQ15) As a result of [insert from NQ12] experienced in the last 24 months, was the amount spent by your organization on investigations and/or other interventions, more, less or the same as that which was lost through the [insert from NQ12]?

Please select ONE option only

Programming note: display as slider scale

| Less | <input type="checkbox"/> 1 |
|--|-----------------------------|
| The same | <input type="checkbox"/> 2 |
| More - approximately twice as much | <input type="checkbox"/> 3 |
| More - approximately three times as much | <input type="checkbox"/> 4 |
| More - approximately five times as much | <input type="checkbox"/> 5 |
| More - approximately ten times as much or more | <input type="checkbox"/> 6 |
| Don't know | <input type="checkbox"/> 94 |

Display if 'yes' is selected at Q10 and crime selected at NQ12

Q16) What was the level of impact of the [insert from NQ12] experienced on the following aspects of your business operations?

Please select ONE option only in each row

| | <i>High</i> | <i>Medium</i> | <i>Low</i> | <i>None</i> | <i>Don't know</i> |
|-----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|-----------------------------|
| Reputation / brand strength | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 97 |
| Share price | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 97 |
| Employee morale | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 97 |
| Business relations | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 97 |
| Relations with regulators | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 97 |
| Other (Please specify) | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 97 |

NQ17) Thinking about the NEXT 24 months, which of the following fraud and/or economic crimes is likely to be the MOST disruptive/serious in terms of the impact on your organization (monetary or otherwise)?

Please select ONE option only

| | |
|--|-----------------------------|
| <u>Asset misappropriation</u> | <input type="checkbox"/> 1 |
| <u>Accounting Fraud</u> | <input type="checkbox"/> 2 |
| <u>Bribery and Corruption</u> | <input type="checkbox"/> 3 |
| <u>Business Conduct/Misconduct (e.g. Incentive abuse)</u> | <input type="checkbox"/> 4 |
| <u>Competition / Anti-Trust Law Infringement</u> | <input type="checkbox"/> 5 |
| <u>Cybercrime</u> | <input type="checkbox"/> 6 |
| <u>Fraud committed by the consumer (e.g. Mortgage Fraud, credit card fraud, claims fraud, check fraud, synthetic ID)</u> | <input type="checkbox"/> 7 |
| <u>Human Resources Fraud (recruiting and/or payroll fraud)</u> | <input type="checkbox"/> 8 |
| <u>Intellectual Property (IP) theft</u> | <input type="checkbox"/> 9 |
| <u>Insider Trading</u> | <input type="checkbox"/> 10 |
| <u>Money Laundering</u> | <input type="checkbox"/> 11 |
| <u>Procurement Fraud</u> | <input type="checkbox"/> 12 |
| <u>Tax Fraud</u> | <input type="checkbox"/> 13 |
| Other (please specify) | <input type="checkbox"/> 94 |

Section 3: Technology – an economic crime blessing or curse?

Mandatory

NQ18) In the last 24 months, has your organization been targeted by cyber-attacks using any of the following techniques?

Please select ALL that apply

| <u>Network scanning</u> | <input type="checkbox"/> 1 |
|---|-----------------------------|
| <u>Brute force attack</u> | <input type="checkbox"/> 2 |
| <u>Phishing</u> | <input type="checkbox"/> 3 |
| <u>Man in the middle</u> | <input type="checkbox"/> 4 |
| <u>Malware (viruses, Trojan horses)</u> | <input type="checkbox"/> 5 |
| Other technique (please specify) | <input type="checkbox"/> 94 |
| Yes, but do not know the specific technique (<i>exclusive option</i>) | <input type="checkbox"/> 7 |
| No (<i>exclusive option</i>) | <input type="checkbox"/> 8 |
| Don't know (<i>exclusive option</i>) | <input type="checkbox"/> 97 |

Please display if 'Cybercrime' is selected at Q11 or a 'technique' is selected in NQ18 (any options apart from 8 and 97)

NQ19) You stated that your organization was targeted by cyber-attacks or experienced Cybercrime in the last 24 months. Cyber techniques are generally used to effectuate another crime (e.g. phishing attack to commit asset misappropriation).

Which of the following types of fraud and/or economic crime was your organization victim of through a cyber-attack?

Please select ALL that apply

| <u>Asset misappropriation</u> | <input type="checkbox"/> 1 |
|--|-----------------------------|
| <u>Intellectual Property (IP) theft</u> | <input type="checkbox"/> 2 |
| <u>Insider Trading</u> | <input type="checkbox"/> 3 |
| <u>Procurement Fraud</u> | <input type="checkbox"/> 4 |
| Politically motivated or state sponsored attacks | <input type="checkbox"/> 5 |
| Disruption of business processes | <input type="checkbox"/> 6 |
| <u>Extortion (ransomware)</u> | <input type="checkbox"/> 7 |
| Other (please specify) | <input type="checkbox"/> 94 |
| Don't know | <input type="checkbox"/> 97 |

Mandatory

Q20) Does your organization have a Cyber Security Program (preventative/detective) to deal with cyber-attacks?

Please select ONE option only

| Yes, this plan is fully in operation | <input type="checkbox"/> 1 |
|--|-----------------------------|
| Yes, but it has not as yet been implemented | <input type="checkbox"/> 2 |
| No, but we are currently assessing the feasibility of implementing such a plan | <input type="checkbox"/> 3 |
| No, we do not have a plan | <input type="checkbox"/> 4 |
| Don't know | <input type="checkbox"/> 97 |

Display if 'Yes' (options 1 or 2) selected at Q20

Mandatory

NQ21a) Which of the following are elements of your Cyber Security Program?

Please select ALL that apply

| Governance | |
|--|-----------------------------|
| Cybersecurity Policy | <input type="checkbox"/> 1 |
| Designated CISO (Chief Information Security Officer) | <input type="checkbox"/> 2 |
| Cybersecurity Personnel and training | <input type="checkbox"/> 3 |
| Third Party Information Security Policy | <input type="checkbox"/> 4 |
| Cyber-security relevant Data Retention Policy | <input type="checkbox"/> 5 |
| Training and Monitoring for staff as it relates to Cybersecurity | <input type="checkbox"/> 6 |
| A cross-functional Cyber-governance committee | <input type="checkbox"/> 7 |
| Regular executive-level incident response testing | <input type="checkbox"/> 8 |
| Technical | |
| Breach Notification Protocols | <input type="checkbox"/> 9 |
| Penetration Testing and Vulnerability Assessments | <input type="checkbox"/> 10 |
| Application Security Practices | <input type="checkbox"/> 11 |
| Dedicated Security Operations Center | <input type="checkbox"/> 12 |
| Network monitoring appliances | <input type="checkbox"/> 13 |
| Multi-factor authentication for critical business systems | <input type="checkbox"/> 14 |
| Other (please specify) | <input type="checkbox"/> 94 |
| Don't know (<i>exclusive option</i>) | <input type="checkbox"/> 97 |

Display if 'Designated CISO (Chief Information Security Officer)', option 2, selected at NQ21a

NQ21b) Does the designated CISO report directly to your organization's board level executives?

Please select ONE only

| Yes | <input type="checkbox"/> 1 |
|------------|-----------------------------|
| No | <input type="checkbox"/> 2 |
| Don't Know | <input type="checkbox"/> 97 |

Mandatory

NQ22) How likely is your organization to share information with government / law enforcement agencies about suspicion of or subsection to cyber-attacks?

Please select ONE only

| Very likely | <input type="checkbox"/> 1 |
|-----------------------------|-----------------------------|
| Likely | <input type="checkbox"/> 2 |
| Neither likely nor unlikely | <input type="checkbox"/> 3 |
| Unlikely | <input type="checkbox"/> 4 |
| Very unlikely | <input type="checkbox"/> 5 |
| Don't know | <input type="checkbox"/> 97 |

Display if 'options 3-5' selected at NQ22

NQ23) What are the reasons that would make this unlikely?

Please select ALL that apply

| May lead to additional regulatory enforcement action | <input type="checkbox"/> 1 |
|--|-----------------------------|
| Legal privilege not to share | <input type="checkbox"/> 2 |
| Risk of uncontrolled public disclosure | <input type="checkbox"/> 3 |
| Risk of liability for the crime | <input type="checkbox"/> 4 |
| Bad prior experience | <input type="checkbox"/> 5 |
| Local law restricts sharing internal data | <input type="checkbox"/> 6 |
| Don't believe law enforcement agencies have required expertise | <input type="checkbox"/> 7 |
| Don't trust the enforcement agencies | <input type="checkbox"/> 8 |
| Other (please specify) | <input type="checkbox"/> 94 |

Section 4: New / disruptive technologies

NQ24) To what extent do you use technology as an instrument to monitor fraud and/or economic crime in each of the following areas?

Please select ONE option in each row

Programming note: add plausi check that selection made in each row. Randomize options.

| | Primary monitoring technique | Part of a wider program of monitoring | Do not use technology for monitoring | Don't know |
|--------------------------------------|------------------------------|---------------------------------------|--------------------------------------|-----------------------------|
| Cyber Attacks / Vulnerabilities | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 97 |
| <u>AML</u> Detection | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 97 |
| Fraud Detection | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 97 |
| Anti-bribery / Anti-Corruption | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 97 |
| Third Party Due Diligence | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 97 |
| Sanction Screening | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 97 |
| Export Controls | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 97 |
| <u>Anti-competitive</u> / Anti-trust | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 97 |
| <u>Business Conduct</u> | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 97 |

NQ25) To what extent do you agree with the following statements regarding your organization's use of technology in combatting fraud and/or economic crime?

Please select ONE option in each row

Programming note: add plausi check that selection made in each row.

| | Strongly Agree | Agree | Neither agree/ nor disagree | Disagree | Strongly Disagree | Don't know |
|---|----------------------------|----------------------------|-----------------------------|----------------------------|----------------------------|-----------------------------|
| Enables continuous real-time monitoring | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 97 |
| Provides actionable insight | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 97 |
| Produces too many alerts or false positives | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 97 |
| Enables identification, remediation and documentation of dispositions | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 97 |
| Provides strong reporting capabilities | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 97 |
| Provides a robust set of analytic capabilities | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 97 |
| Integrates and manages necessary workflow or processes | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 97 |

NQ26) To what degree is your organization using or considering the following alternative/disruptive technologies and techniques in your control environment to help combat fraud and/or economic crime?

Please select ONE option in each row

Programming note: add plausi check that selection made in each row. Randomize options.

| | Using and finding value | Using but not finding value | Plan to implement in the next 12 months | Under consideration | No plans to use | Don't know |
|--|----------------------------|-----------------------------|---|----------------------------|----------------------------|-----------------------------|
| Periodic Analysis | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 97 |
| Continuous Monitoring | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 97 |
| Proactive Detection | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 97 |
| Transaction Testing | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 97 |
| E-mail monitoring | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 97 |
| Contract or other unstructured data review | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 97 |
| Leveraging big data | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 97 |
| Data Visualization / Dashboards | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 97 |
| Communications Monitoring | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 97 |
| GRC (Governance Risk and Compliance) Solutions | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 97 |
| Pattern Recognition | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 97 |
| Anomaly Detection | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 97 |
| Artificial Intelligence | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 97 |
| Employing data scientists | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 97 |

NQ27) To what degree is your organization leveraging Artificial Intelligence or Advanced Analytics to combat/monitor for fraud and other economic crimes?

Please select ONE option in each row

Programming note: add plausi check that selection made in each row.

| | Using and finding value | Using but not finding value | Plan to implement in the next 12 months | Under consideration | No plans to use | Don't know |
|---|----------------------------|-----------------------------|---|----------------------------|----------------------------|-----------------------------|
| Machine Learning | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 97 |
| Natural Language Processing (NLP) | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 97 |
| Natural Language Generation (NLG) | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 97 |
| Voice Recognition | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 97 |
| Predictive Analytics | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 97 |
| Other Artificial Intelligence Techniques (please specify) | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 97 |

Section 5: Profile of the perpetrator and detection methods

Display if 'yes' is selected at Q10 and crime selected at NQ12

You stated, [insert from NQ12], was the most disruptive fraud and/or economic crime that your organization experienced within the last 24 months. For the following questions please consider the impact of [insert from NQ12] only.

Q28) How was the [insert from NQ12] initially detected?

Please select ONE option only

| Corporate Controls: | | Corporate Culture: | | Beyond the influences of management: | | | |
|--|----------------------------|------------------------|----------------------------|--------------------------------------|-----------------------------|---|-----------------------------|
| Internal audit (routine) | <input type="checkbox"/> 1 | Tip-off (internal) | <input type="checkbox"/> 7 | By accident | <input type="checkbox"/> 10 | Other detection method (please specify) | <input type="checkbox"/> 94 |
| Fraud risk management (general controls) | <input type="checkbox"/> 2 | Tip-off (external) | <input type="checkbox"/> 8 | By law enforcement | <input type="checkbox"/> 11 | Don't know | <input type="checkbox"/> 97 |
| Suspicious activity monitoring | <input type="checkbox"/> 3 | Whistleblowing hotline | <input type="checkbox"/> 9 | Investigative media | <input type="checkbox"/> 12 | | |
| Corporate security (both IT and physical security) | <input type="checkbox"/> 4 | | | | | | |
| Data Analytics | <input type="checkbox"/> 5 | | | | | | |
| Rotation of personnel | <input type="checkbox"/> 6 | | | | | | |

Display if 'yes' is selected at Q10 and crime selected at NQ12

Mandatory

Q29) Who was the main perpetrator of this fraud?

Please select ONE option only

| Internal actor | <input type="checkbox"/> 1 |
|-------------------|-----------------------------|
| External actor | <input type="checkbox"/> 2 |
| Don't know | <input type="checkbox"/> 3 |
| Prefer not to say | <input type="checkbox"/> 98 |

Display if 'external actor' is selected at Q29

Q30) Who were the perpetrators of that external fraud against your organization?

Please select ALL that apply

| Vendor | <input type="checkbox"/> 1 |
|-------------------------|-----------------------------|
| Customer | <input type="checkbox"/> 2 |
| Agents / Intermediaries | <input type="checkbox"/> 3 |
| Competitors | <input type="checkbox"/> 4 |
| Hackers | <input type="checkbox"/> 5 |
| Foreign states | <input type="checkbox"/> 6 |
| Consultant/advisor | <input type="checkbox"/> 7 |
| Shared service provider | <input type="checkbox"/> 8 |
| Organized crime | <input type="checkbox"/> 9 |
| Other (Please specify) | <input type="checkbox"/> 94 |
| Don't know | <input type="checkbox"/> 97 |

Display if 'internal actor' is selected at Q29

Q31a) At what level was the *main* perpetrator of that internal fraud within your organization?

Please select ONE option only

| Senior Management | <input type="checkbox"/> 1 |
|------------------------------|-----------------------------|
| Middle Management | <input type="checkbox"/> 2 |
| Junior Management | <input type="checkbox"/> 3 |
| Other staff (Please specify) | <input type="checkbox"/> 94 |
| Don't know | <input type="checkbox"/> 97 |

Display if 'internal actor' is selected at Q29

NQ31b) Which principal function did the *main* perpetrator of that internal fraud reside in?

Please select ONE option only

| Audit | <input type="checkbox"/> 1 | |
|---------------------------|-----------------------------|--|
| Advisory/Consultancy | <input type="checkbox"/> 2 | |
| Compliance | <input type="checkbox"/> 3 | |
| Customer Service | <input type="checkbox"/> 4 | |
| Executive Management | <input type="checkbox"/> 5 | |
| Finance | <input type="checkbox"/> 6 | |
| Fraud and Financial Crime | <input type="checkbox"/> 7 | |
| Human Resources | <input type="checkbox"/> 8 | |
| Information Technology | <input type="checkbox"/> 9 | |
| Legal | <input type="checkbox"/> 10 | |
| Marketing and Sales | <input type="checkbox"/> 11 | |
| Operations and Production | <input type="checkbox"/> 12 | |
| Procurement | <input type="checkbox"/> 13 | |
| Research and Development | <input type="checkbox"/> 14 | |
| Risk Management | <input type="checkbox"/> 15 | |
| Security | <input type="checkbox"/> 16 | |
| Tax | <input type="checkbox"/> 17 | |
| Other (please specify) | <input type="checkbox"/> 94 | |

Display if 'internal actor' is selected at Q29

Q32) To what extent did each of the following factors contribute to the incident of [insert from NQ12] committed by internal actors? Please rank in order of contribution to the incident.

Please drag and drop from left to right in order of contribution to the incident where 1 had the greatest contribution.

Programming note: Don't have to rank all options. Could rank one and move on, or not answer at all.

| | Rank order |
|--|-----------------------------|
| Incentives and/or Pressures to perform | <input type="checkbox"/> |
| Opportunity (access, poor controls, ability to commit the crime) | <input type="checkbox"/> |
| Ability to rationalize the crime | <input type="checkbox"/> |
| Other (Please specify) | <input type="checkbox"/> |
| Don't know | <input type="checkbox"/> 97 |

Mandatory

Q33) In the last 24 months, has your organization performed a risk assessment on any of the following areas?

Please select ALL that apply

| General fraud risk assessment | <input type="checkbox"/> 1 |
|---|-----------------------------|
| Anti-Bribery and Corruption (ABAC) | <input type="checkbox"/> 2 |
| Sanctions and export controls | <input type="checkbox"/> 3 |
| AML | <input type="checkbox"/> 4 |
| Anti-competitive / Anti-trust | <input type="checkbox"/> 5 |
| Cyber-attack vulnerability | <input type="checkbox"/> 6 |
| Cyber response plan | <input type="checkbox"/> 7 |
| Industry specific regulatory obligations | <input type="checkbox"/> 8 |
| Other (please specify) | <input type="checkbox"/> 94 |
| No risk assessments performed in the last 24 months (<i>exclusive option</i>) | <input type="checkbox"/> 98 |
| Don't know (<i>exclusive option</i>) | <input type="checkbox"/> 97 |

Display if options 1-8 or 94 selected at Q33

NQ34) What prompted your organization to perform the risk assessment(s)?

Please select ALL that apply

| Annual or routine process | <input type="checkbox"/> 1 |
|--|-----------------------------|
| As part of audit plan | <input type="checkbox"/> 2 |
| As part of Enterprise Risk Management (ERM) strategy | <input type="checkbox"/> 3 |
| Driven by a specific event (please specify) | <input type="checkbox"/> 4 |
| Don't know (<i>exclusive option</i>) | <input type="checkbox"/> 97 |

NQ35) What level of effort does your organization apply to the following categories in order to combat fraud and/or economic crime internally?

Please select ONE in each row

| | <i>High</i> | <i>Medium</i> | <i>Low</i> | <i>None</i> | <i>Don't know</i> |
|---|----------------------------|----------------------------|----------------------------|----------------------------|-----------------------------|
| Business processes (i.e. your organization's policies, procedures and internal controls) | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 97 |
| Promotion and verification of individual employee ethical decision-making (i.e. certifications, training and/or understanding consequences) | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 97 |
| Organizational and external influences (i.e. culture, tone at the top, compensation structure, incentives and internal/external pressures) | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 97 |

NQ36) Does your organization perform any of the following additional due diligence as part of your acquisition process (i.e. when undergoing acquisition of a target company)?

Please select ONE in each row

Programming note: add plausi check that selection made in each row (except other). Please also set condition to check other has been specified only if the respondent selected YES in that row.

| | Yes | No | Don't know |
|--------------------------------------|----------------------------|----------------------------|-----------------------------|
| Anti-bribery and corruption (ABAC) | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 97 |
| <u>Anti-competitive / Anti-trust</u> | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 97 |
| Cybersecurity | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 97 |
| Sanctions and export control | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 97 |
| Regulatory compliance | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 97 |
| Tax compliance | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 97 |
| Other (please specify) | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 97 |

Section 6: Business ethics and compliance programs

Mandatory

Q37) Do you have a formal business ethics and compliance program in your organization?

Please select ONE option only

| Yes | <input type="checkbox"/> 1 |
|------------|----------------------------|
| No | <input type="checkbox"/> 2 |
| Don't Know | <input type="checkbox"/> 3 |

Display if 'yes' is selected at Q37

NQ38) In what ways does your organization's formal business ethics and compliance program address the following risk categories?

Please select ALL that apply

Programming note: add plausi checks that if one selection made then one in each row. Add plausi checks so options 3 & 4 can't be selected together in one row. Options 5 & 6 should be exclusive.

| | Specific policies | Tailored controls | Dedicated team | No dedicated team, but defined responsibilities | None | Don't know |
|---|----------------------------|----------------------------|----------------------------|---|----------------------------|-----------------------------|
| General fraud | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 97 |
| Anti-bribery and corruption (ABAC) | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 97 |
| Sanctions and export controls | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 97 |
| AML | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 97 |
| Anti-competitive / Anti-trust | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 97 |
| Cyber behaviour | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 97 |
| Industry specific regulatory compliance | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 97 |
| Other (please specify) | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 97 |

Display if 'yes' is selected at Q37

Q39a) Who has primary responsibility for the business ethics and compliance program in your organization?

Please select one option only

| Chief Compliance Officer | <input type="checkbox"/> 1 |
|--------------------------|-----------------------------|
| General Counsel | <input type="checkbox"/> 2 |
| Human Resources Director | <input type="checkbox"/> 3 |
| Chief Financial Officer | <input type="checkbox"/> 4 |
| Chief Audit Executive | <input type="checkbox"/> 5 |
| Chief Executive Officer | <input type="checkbox"/> 6 |
| Chief Risk Officer | <input type="checkbox"/> 7 |
| Chief Operating Officer | <input type="checkbox"/> 8 |
| Other (Please specify) | <input type="checkbox"/> 94 |
| Don't know | <input type="checkbox"/> 97 |

Display if 'yes' is selected at Q37

Q39b) How does your organization ensure that your compliance and business ethics program is effective?

Please select ALL that apply

| Periodic internal reviews | <input type="checkbox"/> 1 |
|--|-----------------------------|
| Review by external consultant or advisor | <input type="checkbox"/> 2 |
| Management reporting | <input type="checkbox"/> 3 |
| Monitoring Whistleblowing hotline reports | <input type="checkbox"/> 4 |
| Other external monitoring (please specify) | <input type="checkbox"/> 5 |
| Other internal monitoring (please specify) | <input type="checkbox"/> 6 |
| Other (Please specify) | <input type="checkbox"/> 94 |

Q40) How has/is your organization adjusting the amount of funds used to combat fraud and/or economic crime?

Please select ONE option only in each column

| | In the past 24 months... | In the next 24 months... |
|----------------------|----------------------------|----------------------------|
| Significant increase | <input type="checkbox"/> 1 | <input type="checkbox"/> 1 |
| Some increase | <input type="checkbox"/> 2 | <input type="checkbox"/> 2 |
| About the same level | <input type="checkbox"/> 3 | <input type="checkbox"/> 3 |
| Decrease | <input type="checkbox"/> 4 | <input type="checkbox"/> 4 |

Q41) In the last 24 months, has your organization:

Please select ALL that apply

| | Yes in [insert country selection from Q1b] | Yes, globally | No (exclusive option) | Don't Know (exclusive option) |
|--|--|----------------------------|----------------------------|-------------------------------|
| Been asked to pay a bribe | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 97 |
| Lost an opportunity to a competitor which you believe paid a bribe | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 97 |

Section 7: Regulations - Anti Money Laundering

Mandatory

NQ42) Is your business involved in money movement and/or any of these lines of business: Financial Institution, Mutual Funds, Money Service Business, Broker Dealer, Insurance Company, Dealers in Precious Metals, Stones or Jewels?

| | |
|------------|-----------------------------|
| | |
| Yes | <input type="checkbox"/> 1 |
| No | <input type="checkbox"/> 2 |
| Don't Know | <input type="checkbox"/> 97 |

Display if "Yes" is selected at NQ42

NQ43) Is your business subject to AML regulations?

Please select ONE only

| | |
|--|-----------------------------|
| | |
| Yes, only local AML regulations | <input type="checkbox"/> 1 |
| Yes, only other countries AML regulations | <input type="checkbox"/> 2 |
| Yes, subject to both local and international AML regulations | <input type="checkbox"/> 3 |
| No | <input type="checkbox"/> 4 |
| Don't Know | <input type="checkbox"/> 97 |

Display if "Yes" is selected at NQ42

Q44a) Has your organization performed an AML/CFT (Anti Money Laundering/ Combating Financing of Terrorism) risk assessment across its business and geographies in the last 24 months?

Please select ONE only

| | |
|--|----------------------------|
| | |
| Yes | <input type="checkbox"/> 1 |
| No, but we plan to carry out a risk assessment in the next 12 months | <input type="checkbox"/> 2 |
| No, but we plan to carry out a risk assessment in next 24 months | <input type="checkbox"/> 3 |
| No, we do not believe this is necessary | <input type="checkbox"/> 4 |
| Don't know | <input type="checkbox"/> 5 |

Display if "Yes" is selected at NQ42

Q44b) Has your organization experienced any regulatory enforcement / inspection in relation to AML in the last 24 months?

Please select ONE only

| | |
|--|-----------------------------|
| | |
| Yes, we were/are currently under an enforced remediation program | <input type="checkbox"/> 1 |
| Yes, we had a regulatory inspection and received major feedback to address | <input type="checkbox"/> 2 |
| Yes, we had a regulatory inspection with no major feedback / consequences | <input type="checkbox"/> 3 |
| No, we have not had a regulatory inspection in the last 24 months | <input type="checkbox"/> 4 |
| Don't know | <input type="checkbox"/> 97 |

Section 8: The Global context

“Global track” Display if ‘offices in more than 1 country’ is selected at Q5a AND job title is C-suite level (options 1-11) at Q3

Mandatory

NQ45) You indicated your organization has offices in *multiple countries*, what types of fraud and/or economic crime has your organization experienced in *those other countries* within the last 24 months?

Please select ALL that apply

| <u>Asset misappropriation</u> | <input type="checkbox"/> 1 |
|--|-----------------------------|
| <u>Accounting Fraud</u> | <input type="checkbox"/> 2 |
| <u>Bribery and Corruption</u> | <input type="checkbox"/> 3 |
| <u>Business Conduct/Misconduct</u> (e.g. Incentive abuse) | <input type="checkbox"/> 4 |
| <u>Competition / Anti-Trust Law Infringement</u> | <input type="checkbox"/> 5 |
| <u>Cybercrime</u> | <input type="checkbox"/> 6 |
| <u>Fraud committed by the consumer</u> (e.g. Mortgage Fraud, credit card fraud, claims fraud, check fraud, synthetic ID) | <input type="checkbox"/> 7 |
| <u>Human Resources Fraud</u> (recruiting and/or payroll fraud) | <input type="checkbox"/> 8 |
| <u>Intellectual Property (IP) theft</u> | <input type="checkbox"/> 9 |
| <u>Insider Trading</u> | <input type="checkbox"/> 10 |
| <u>Money Laundering</u> | <input type="checkbox"/> 11 |
| <u>Procurement Fraud</u> | <input type="checkbox"/> 12 |
| <u>Tax Fraud</u> | <input type="checkbox"/> 13 |
| Other (please specify) | <input type="checkbox"/> 94 |
| Have not experienced fraud or economic crime in any other country (<i>exclusive option</i>) | <input type="checkbox"/> 98 |
| Don't know (<i>exclusive option</i>) | <input type="checkbox"/> 97 |

“Global track” Display if ‘offices in more than 1 country’ is selected at Q5a AND job title is C-suite level (options 1-11) at Q3 AND have selected any option 1-94 at NQ45

Display options selected at NQ45. If only one crime selected at NQ45 do not display QN46 but recode in background as most disruptive crime.

NQ46) Of the fraud and/or economic crimes experienced by your organization in *other countries* in the last 24 months, which was the MOST disruptive/serious in terms of the impact on your organisation (monetary or otherwise)?

Please select ONE option only

| <u>Asset misappropriation</u> | <input type="checkbox"/> 1 |
|-------------------------------|----------------------------|
| <u>Accounting Fraud</u> | <input type="checkbox"/> 2 |
| <u>Bribery and Corruption</u> | <input type="checkbox"/> 3 |

| | |
|--|-----------------------------|
| <u>Business Conduct/Misconduct</u> (e.g. Incentive abuse) | <input type="checkbox"/> 4 |
| <u>Competition / Anti-Trust Law Infringement</u> | <input type="checkbox"/> 5 |
| <u>Cybercrime</u> | <input type="checkbox"/> 6 |
| <u>Fraud committed by the consumer</u> (e.g. Mortgage Fraud, credit card fraud, claims fraud, check fraud, synthetic ID) | <input type="checkbox"/> 7 |
| <u>Human Resources Fraud</u> (recruiting and/or payroll fraud) | <input type="checkbox"/> 8 |
| <u>Intellectual Property (IP) theft</u> | <input type="checkbox"/> 9 |
| <u>Insider Trading</u> | <input type="checkbox"/> 10 |
| <u>Money Laundering</u> | <input type="checkbox"/> 11 |
| <u>Procurement Fraud</u> | <input type="checkbox"/> 12 |
| <u>Tax Fraud</u> | <input type="checkbox"/> 13 |
| Other (please specify) | <input type="checkbox"/> 94 |

NQ47) In your business/industry, would the implementation of Global Beneficial Ownership standards (i.e. transparency into the ultimate owner of a company or entity used for a transaction) be beneficial to your organization in combatting economic crime?

Please select ONE only

| | |
|------------|-----------------------------|
| Yes | <input type="checkbox"/> 1 |
| No | <input type="checkbox"/> 2 |
| Don't know | <input type="checkbox"/> 97 |

NQ48) How will recent changes in the geopolitical environment impact your organization in the following ways over the next 24 months?

Please select ONE in each row

Programming note: add plausi check that selection made in each row

| | Expect increase | Expect decrease | No impact expected | Don't know |
|--|----------------------------|----------------------------|----------------------------|-----------------------------|
| Changes in the regulatory environment affecting my organization | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 97 |
| Changes in the enforcement of regulation in my organization | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 97 |
| Opportunities for fraud / economic crime to be committed | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 97 |
| Appetite of my organization to spend resources fighting against fraud/economic crime | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 97 |
| Other (please specify) | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 97 |

NQ49) In your experience, have you had any special challenges or insights regarding fraud and economic crime during the past 24 months that we have not asked about in our survey?

Please provide your response in the box provided

Programming note: For panel version of survey do not offer 'Personalized dashboard report' section.

Personalized dashboard report (screen 1)

As mentioned at the outset of the survey, you have the opportunity to request a personalized dashboard report that will benchmark your responses to key questions against your peers. Your individual responses would be used to create your personalized report, in all other instances of analysis or reporting, responses will be not be attributable to any individual or organisation.

Our research may highlight findings of interest to your business you may wish to discuss further. Please advise how would you like us to share this dashboard report with you?

- ☐ I would prefer a face-to-face meeting or call with a PwC representative to discuss my dashboard report.
- ☐ I would prefer to receive my dashboard report via email.
- ☐ I do not want to receive a dashboard report.

Programming note: Do not offer screen 2 if "I do not want to receive a dashboard report" is selected.

Personalized dashboard report (screen 2)

In order to receive your personalized dashboard report, please provide your preferred contact details below.

Your contact details are solely for the use of producing and contacting you with a copy of your own personalized report. All responses will be strictly confidential.

A local PwC territory representative will deliver your report to the email address provided (and to arrange a meeting or call if you indicated preference) after the Global results are officially released in February 2018.

Programming note: Pull through Q4 to pre-populate 'Company name' if it has been provided

| | |
|----------------------------|--|
| Name: | |
| Email address (mandatory): | |
| Company: | |
| Phone number: | |

SURVEY CLOSE TEXT

Thank you for participating in the survey. Please submit your survey by clicking on the submit button.

Glossary

| <u>Term(s)/Terminology</u> | <u>Definition</u> |
|--|---|
| Accounting fraud | Financial statements and/or other documents are altered or presented in such a way that they do not reflect the true value or financial activities of the organization. This can involve accounting manipulations, fraudulent borrowings/raising of finance, fraudulent application for credit and unauthorized transactions/rogue trading. |
| AML | Anti-Money Laundering |
| Anti-competitive/ Anti-trust | Criminal violations of laws that promote or maintain market competition by regulating anti-competitive and unfair business practices conduct by organizations. Examples may include price fixing, excessive, predatory or discriminatory pricing, unfair trading terms, and tying (i.e., stipulating that a buyer wishing to purchase one product must also purchase all or some of his requirements for a second product). |
| Asset misappropriation | The theft of assets (including monetary assets/cash or supplies and equipment). This includes embezzlement and deception by employees or theft of company property or assets by outsiders. |
| Bribery | The unlawful use of an official position to gain an advantage in contravention of duty. This can involve the promise of an economic benefit or other favor, the use of intimidation or blackmail. It can also refer to the acceptance of such inducements. Specific examples include kickbacks, extortion, gifts (with strings attached), facilitation payments, etc. |
| Brute force attack | Repeatedly guessing passwords to gain access. |
| Business Conduct/Misconduct (e.g. Incentive abuse) | Frauds or deception by companies upon the market or general public. Deceptive practices associated with the manufacturing, sales, marketing or delivery of a company's products or services to its clients, consumers or the general public. |
| Corruption | Dishonest or fraudulent conduct by those in power, typically involving bribery or conflict of interest. |
| Cybercrime | Any criminal offense committed by or facilitated through the use of computer equipment. |
| Cyber-attack | Malicious activity aimed at affecting the availability, confidentiality or integrity of computer systems for data. |
| Cyber Security Program | The people, processes and technology that assess, build, manage and responds to cyber security risk within an organization. |

| | |
|--|--|
| Economic crime | The intentional use of deceit or other criminal conduct to deprive another of money, property or a legal right or to effectuate an economic harm. |
| Extortion (ransomware) | Computer malware that installs covertly on a device and locks the system until a sum of money is paid. |
| Fraud committed by the consumer | Fraud against a company through illegitimate use of, or deceptive practices associated with, its products or services by customers or others (e.g. mortgage fraud, credit card fraud). |
| Geopolitical Environment | Relating to politics, especially international relations, as influenced by geographical factors. |
| Human Resources fraud (recruitment and/or payroll fraud) | Fraud committed by members of the Human Resources department, including payroll fraud, ghost employees, pay-to-work, recruitment (i.e., hiring friends and/or relatives, hiring unqualified individuals, falsification of documents, etc.). |
| Incentives and/or Pressures to perform | The individual has some financial problem that he/she is unable to solve through legitimate means so he/she begins to consider committing an illegal act as a way to solve the problem. The financial problem can be professional (e.g., job is in jeopardy) or personal (e.g., personal debt). |
| Intellectual Property (IP) Theft | IP theft including the theft of intellectual property and trade secrets as well as the intentional criminal use of a patent, copyright or trademark and the trafficking of counterfeit products and services. This does not include non-criminal infringement of a patent, copyright or trademark that can be remedied under civil law. |
| Insider trading | Insider trading refers generally to buying or selling a security, in breach of a fiduciary duty or other relationship of trust and confidence, while in possession of material, non-public information about the security. Insider trading violations may also include 'tipping' such information, securities trading by the person 'tipped', and securities trading by those who misappropriate such information. |
| Malware (viruses, Trojan horses) | Any form of malicious software that infects your network, servers, devices, or end user computers, including ransomware, remote access tools, network sniffing software, and botnet software. |
| Man in the middle | The creation of a website that appears to be yours and passes information between you and the end user, deceiving the end user into providing information to the bad actor. |
| Money laundering | Actions intended to conceal or legitimize the proceeds of crime by disguising their true origin, thereby making illegally-gained proceeds (i.e. "dirty money") appear legal (i.e. "clean"). |

| | |
|-----------------------|---|
| Mortgage Fraud | Mortgage fraud schemes employ some type of material misstatement, misrepresentation, or omission relating to a real estate transaction which is relied on by one or more parties to the transaction. |
| Network scanning | Using software or other tools to identify open ports or other vulnerabilities in your network's connection to the internet |
| Opportunity | The individual finds some way that he/she can use (abuse) his/her position of trust to solve the financial problem with a low perceived risk of getting caught. |
| Phishing | Communications via email, SMS, telephone, etc., that, through the guise of legitimacy, seek information or place malicious software in your environment through a benign looking link or file. |
| Procurement Fraud | Illegal conduct involving the purchase of services, goods or assets for the affected organization, or involving bid/tender processes. |
| Rationalize | The individual finds a way to justify the crime to himself/herself in a way that makes it an acceptable or justifiable act. |
| Risk assessment | <p>These are used to ascertain whether an organization has undertaken an exercise to specifically consider:</p> <ul style="list-style-type: none"> i. The risks to which operations are exposed; ii. An assessment of the most threatening risks (i.e., Evaluate risks for significance and likelihood of occurrence); iii. Identification and evaluation of the controls (if any) that are in place to mitigate the key risks; iv. Assessment of the general compliance related programs and controls in an organization; and <p>Actions to remedy any gaps in the controls.</p> |
| Technology (industry) | e.g. Computer hardware, software, office equipment, I.T. |
| Tax Fraud | An illegal practice where an organization or corporation intentionally avoids paying its true tax liability. |