

**2012 NORTON CYBERCRIME REPORT:  
EUROPEAN MOBILE INSIGHTS**

**FRANCE**

**EUROPE**

**MOBILE THREATS: EXPERIENCES AND COSTS**

- Mobile users who could ‘never give up’ their mobile devices
- Mobile users who have fallen victim to mobile cybercrime
- Mobile users who have experienced mobile device theft or loss
- Average cost for the replacement or temporary use of a mobile phone
- Average cost for the replacement or temporary use of a tablet

33%

34%

5%

9%

30%

30%

€79

€122

€243

€233

**MOBILE DEVICES: A WEALTH OF PERSONAL AND SENSITIVE INFORMATION**

- Mobile users who store or access information on their mobile devices
- Mobile users who access their personal email from their mobile device
- Online adults send and receive a treasure trove of personal information via their personal email, including:
  - Work-related correspondence and/or documents
  - Passwords for various accounts
  - Bank statements
- Main concerns as a result of losing or having their mobile phone stolen:
  - Someone making lots of calls and getting a large bill
  - Someone contacting their contacts
  - Someone using their cell / mobile phone to make purchases with their money or minutes

65%

69%

32%

36%

33%

34%

16%

18%

18%

16%

40%

43%

20%

26%

30%

26%

**“RISKY BUSINESS” ON MOBILE DEVICES AND UNSECURED WI-FI NETWORKS**

- Mobile users who do not always download applications from trusted sources
- Mobile users who do not use a password on their device
- Online adults who use free or unsecured Wi-Fi connections
- Information looked at online or activities conducted through free or unsecured Wi-Fi connections:
  - Personal emails
  - Social Networks
  - Online shopping
  - Bank details

47%

41%

36%

35%

64%

62%

49%

43%

33%

38%

28%

21%

19%

18%