

CBA | NEWS

02/2024

Dear Colleagues,

we have again prepared several new features for you this year. You can now listen to the CBA News as a podcast on [Spotify](#). You can listen to us anytime and anywhere, like in the car. This time you will learn, for example, that our #nePINdej! campaign, implemented in the last part of last year, has had great results. While the number of e-scam attacks is still increasing, the average damage caused is decreasing. But that doesn't mean there's reason to be overly optimistic. In fact, the total damage for 2023 is well over one billion crowns. However, banks are succeeding in increasing the efficiency of the tools used to detect fraud and, as a result, the amounts saved far exceed the total damage caused by e-scammers. Educating the public is one of our main goals and that is why we will continue the #nePINdej! campaign this year. In addition, you can sign up for a full day [Cybersecurity for the Layman](#) seminar in March.

The first month of the new year is almost over. Nevertheless, I would still like to wish you good health and success.



Monika Zahálková
Managing Director of the CBA



News of the Day

E-scammers caused CZK 1.35 billion worth of damage last year

By the end of the year, banks identified almost 70,000 customers attacked by e-scammers. The total amount of funds shifted away was CZK 1.35 billion. The average damage per client exceeded CZK 19 thousand. The most frequent target of the attackers were people aged 36-44. The highest damage per client in the tracking history was CZK 15 million, while banks managed to save one client CZK 13 million.

The average success rate in the Cyber Test was 74%

Last year, during the second year of the #nePINdej! campaign, over 110,000 people tried the Cyber Test. The average success rate was 74%. The best result was achieved by the 26-55 age group, which had a score of 78%. On the other hand, the young people aged 12-17 and the 56+ age group were the weakest with an average success rate of 71%. The #nePINdej! campaign appeared in a total of 291 media appearances (+ 1,250 regional stories). The aim of the nationwide education campaign was to highlight the threats in cyberspace so that people are able to recognize when someone is trying to trick them.

Ani **za** milion

KYBERTEST

#nePINdej!

Naučte se,
jak nenaletět!

Nikdy nikomu nesdělujte svá hesla
a přístupové údaje.
Útoků na vaše peníze přibývá
a jsou stále rafinovanější.



www.kybertest.cz

From the Market

Banks warn against malicious apps that can attack mobile banking

Anatsa malware can be downloaded in the Phone Cleaner app: File Explorer app directly in Google Play. Previously, the same malware was found in apps claiming to be handy helpers when working with PDF, such as PDF Viewer - File Explorer, PDF Reader - Viewer & Editor, and then PDF AI: Add-on. The malicious apps have already been removed from Google Play. Czech banks have identified hundreds of clients who have been attacked. In several cases, online banking has been abused, with fraudsters transferring money from bank clients' accounts or misusing online card payments. Damages to clients range from tens of thousands to units of hundreds of thousands of crowns.

450,000 clients already use pay-to-contact service

Bank customers have performed more than 65,000 transactions using the Pay to Contact Service since its launch in mid-November last year. More than 450,000 users have registered in the system since then. The vast majority of transactions have been made as instant payments. The service has simplified sending money between people. Instead of a bank account number, all you have to do is enter the payee's phone number. Six banks currently offer pay-to-contact, and more are expected to join this year.

Four banks in the Czech Republic launched Cvak, a new cashless system

Another compromise between cash and the card is here, as four banks have started offering retailers a new way to perform payments without a terminal and cash at the same time. The Cvak system promises a lower cost per transaction than conventional payment terminals. However, the retailer will have to have an app installed on his mobile phone. He/she will get a plastic card with a so-called NFC chip, through which customers will pay for goods.

Building societies launched subsidy consultancy

Building societies have started to support energy transition of households in the Czech Republic. Since January, they have extended their services to include professional subsidy advice directly at branches of building societies or their parent banks across the country. People can get information on subsidy programs for insulation or photovoltaics there.



Manufacturer prices continued to decline in December

Producer prices continued to decline

in December, similarly to the previous month. Industrial producer prices declined by 0.5% m-o-m, above market expectations, and agricultural producer prices continued to fall, while prices in the construction sector rose slightly but did not depart from the normal trend. In general, today's figures confirm the continuing disinflationary and, in some categories, deflationary trend and foreshadow a further decline in food prices for final consumers. [Read more here>>>](#)

stagnant, in services it declined only slightly, and it rose more markedly in construction. [Read more here>>>](#)

Confidence in the economy declined in January

Economic confidence had declined at the beginning of the year, but the development was quite diversified. While households' confidence had increased after a weak December and was slightly above the average level of the previous year, business confidence had deteriorated, mainly due to a decline in industry. In retail trade it was mostly



Jakub Seidler, CBA Chief Economist

From Legislature



Legislative outlook for 2024



Apply for the new year of CBA training programs

Until the end of February only, you can register for the CBA training programs [Strategic Management for Top Managers](#) and [Corporate Governance](#). [Strategic Management for Top Managers 2024](#) consists of 3 modules spread over six days. It includes **geopolitical topics, touching on sustainability and energy, the future of international trade and finance.** The [Corporate Governance](#) program provides up-to-date information on **the principles of corporate governance**. It is divided into six modules: Corporate Governance, Fresh Perspective of Business, Law, Sustainable Business, Finance, Communication. **It is intended for members of the top management of companies and institutions.** On **March 13, 2024**, we are preparing for you a professional [Cybersecurity](#) seminar. You will learn the **most up-to-date data from the Cyber Test 2023 campaign**, including the number of frauds in the past year.

