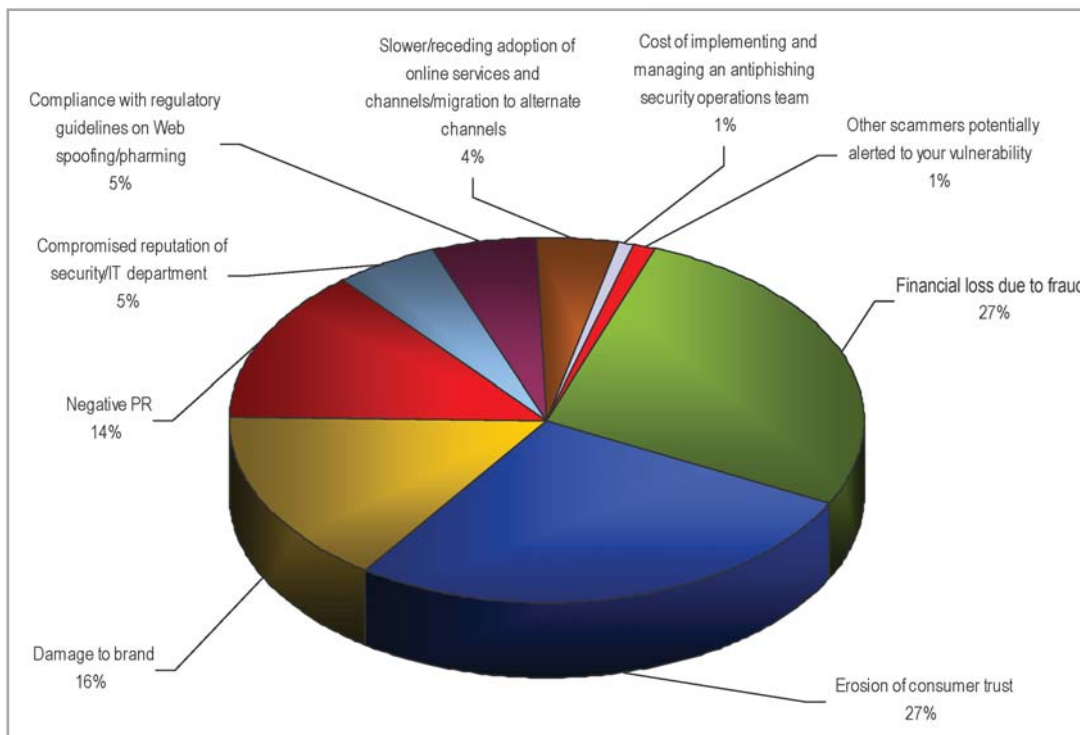


This survey of 60 super-regional banks -- large banks that have a dominant position across geographic regions of the United States -- focused on banks' concerns regarding phishing and the steps they are taking to combat phishers. The findings build on other recent statistics from the MarkMonitor Brandjacking Index™ showing phishers are targeting financial institutions of all sizes -- six out of the top 10 U.S. banks were phishing targets last year and credit unions are now experiencing 39 percent of phishing attacks.

MarkMonitor protects all banks, credit unions and other companies of all sizes from phishing attacks, shutting down between 4,500 to 7,500 phishing sites every month for leading financial institutions, Fortune 100 organizations and other companies. More information on anti-phishing solutions from MarkMonitor is available at www.markmonitor.com.

What has been, or would be, your organization's top three concerns with regards to phishing attacks?



The top 4 phishing attack concerns are:

Financial loss due to fraud	27%
Erosion of consumer trust	27%
Damage to brand	16%
Negative PR	14%

Which departments within your organization are most concerned with the threat of phishing attacks?



The top 3 departments concerned with phishing attack threats are Security/IT, Risk Management, and Online Banking: comprising almost **60%**

In what ways is your organization trying to protect itself from phishing threats today?



What level of investment would you expect your organization to make in response to such attacks a year from now?

(Rate 1-5, 1 = decreased investment, 5 = increased investment)

1		7%
2		10%
3		43%
4		32%
5		8%

Over 75% of responders expect to make an average or above investment against phishing attacks within the next year.

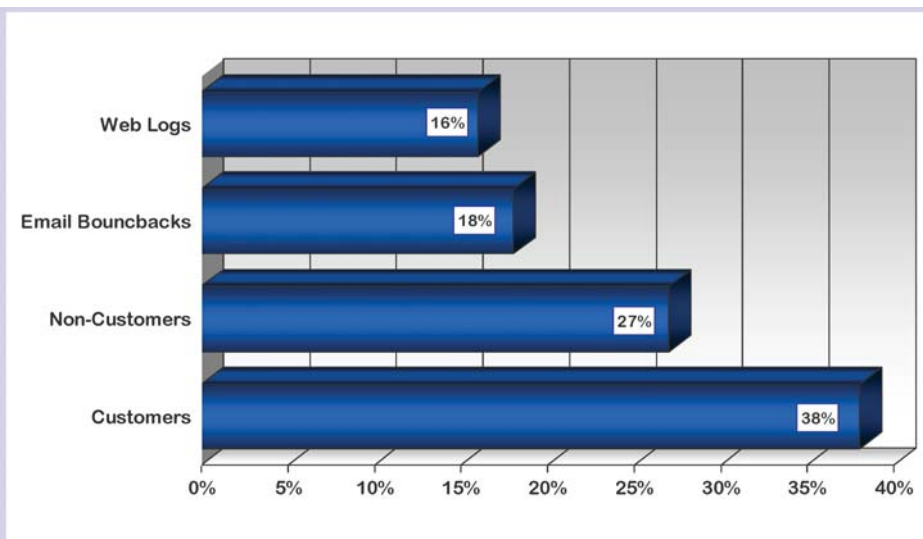
Has your organization experienced a phishing attack within the last 12 months?

33% of responders were not aware if their organization has experienced a phishing attack during the past year...

while over 50% of responders experienced anywhere from one attack to over 20 attacks within one year.

0 times		8%
1 to 5 times		21%
6 to 20 times		19%
GT 20 times		17%
Don't Know		33%

How are you currently notified of phishing attacks?



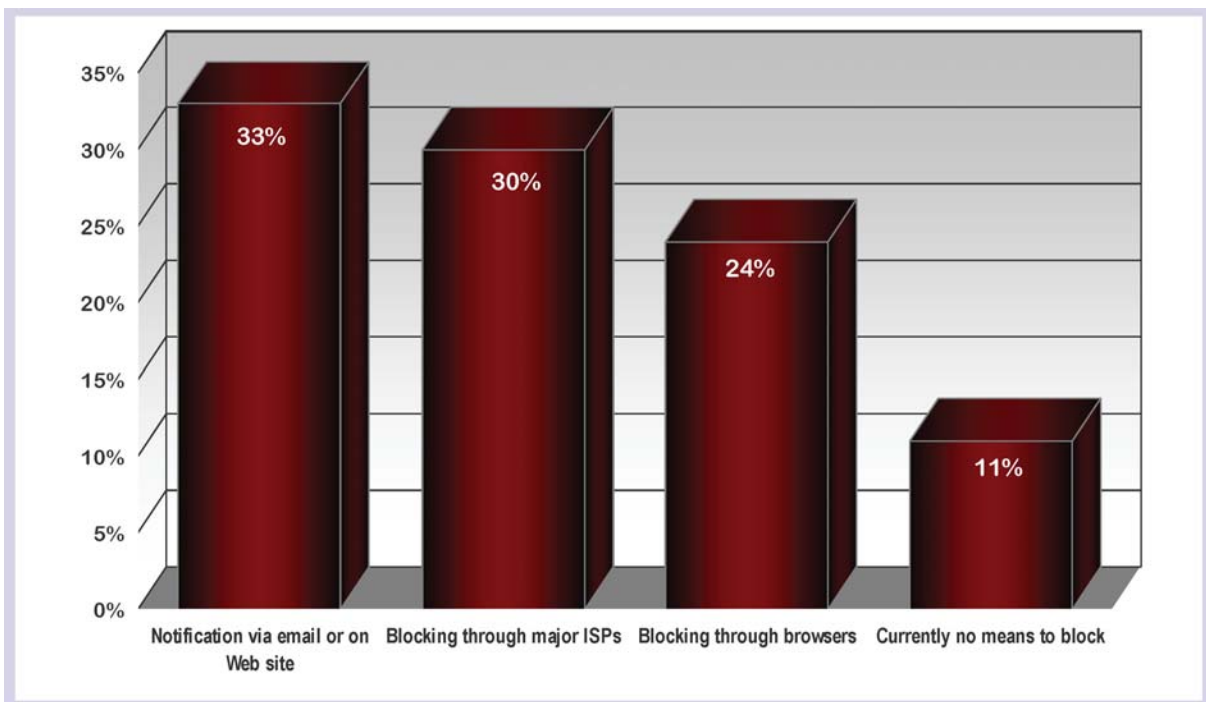
Customers provide 38% of responders with phishing attack notification while non-customers follow closely at 27%

On average, how quickly are you able to shut down a phishing attack?

LT 90 Minutes	10%
90 Minutes to 4 Hours	32%
4 to 24 Hours	16%
GT 24 Hours	10%



How are you currently able to block or warn your customers from accessing known phish sites?



Which of the following online fraud prevention countermeasures have you implemented or would like to implement?

✓ Ability to detect and takedown live phish sites	20%
✓ Ability to identify potential phish sites before they become operational and shut them down	15%
✓ Ability to block customer access to known fraudulent or suspicious sites in real-time	14%
✓ Ability to detect fraudulent transactions (based upon anomalous behavior)	16%
✓ Ability to detect and recover stolen credentials and customer data on the Internet	13%
✓ Ability to detect malware and trojans which steal customer data and shutdown data collection points	16%
✓ None of the above	1%

To what extent is your organization providing desktop security tools to your customers to protect them from phishing attacks?

27% said they plan to implement either in the next 6-12 months or within the near future.

48% said they have no plans in the near future.

RESPONDER DEMOGRAPHICS

70%	Company revenue between \$500M and \$1.9B	Business Revenue
95%	Directors and Above	Job Level

MarkMonitor, the global leader in enterprise brand protection, offers comprehensive solutions and services that safeguard brands, reputation and revenue from online risks. With end-to-end solutions that address the growing threats of online fraud, brand abuse and unauthorized channels, MarkMonitor enables a secure Internet for businesses and their customers. The company's exclusive access to data combined with its real-time prevention, detection and response capabilities provide wide-ranging protection to the ever-changing online risks faced by brands today. For more information, visit www.markmonitor.com.