Survey: The Impact of Digital Crime on U.S. Military and Veterans

November 2022

Creating a Safer Internet for Everyone

## The internet should be a safe place, but it isn't.

Active-duty service members, Veterans and military families are at higher risk of digital crime due to factors like frequent relocation to new duty stations and access to specific government benefits.

To learn more about the effects of digital crime on this at-risk community, Aura and Ipsos conducted a national poll using the probability-based KnowledgePanel® – a division of Ipsos.

Aura is on a mission to make the internet safer.
Through online safety products and resources, Aura is helping solve this problem for consumers by keeping their identity, finances and devices safe from online threats.

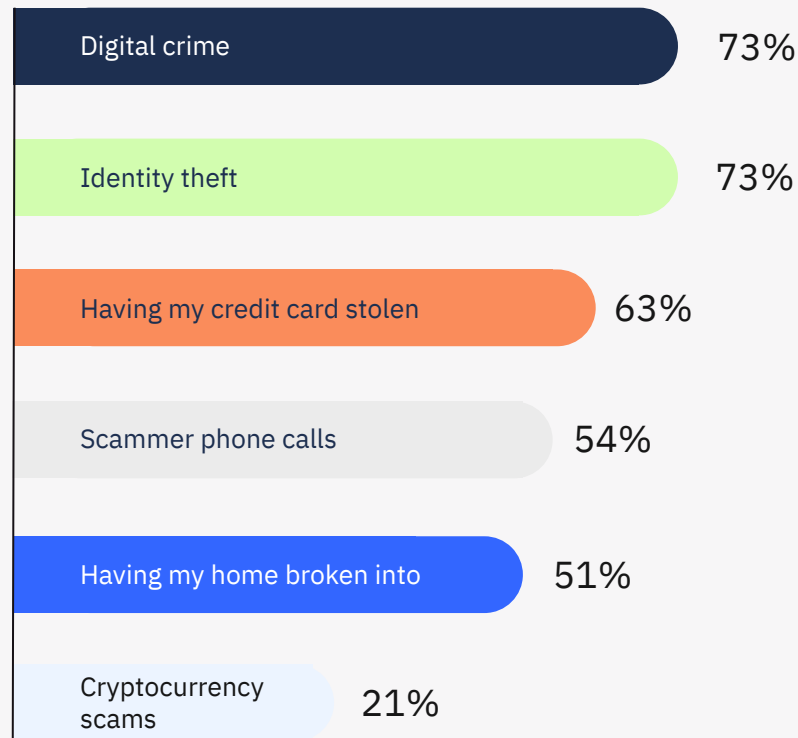For more information on Aura's simple, all-in-one online safety app, go to www.aura.com.
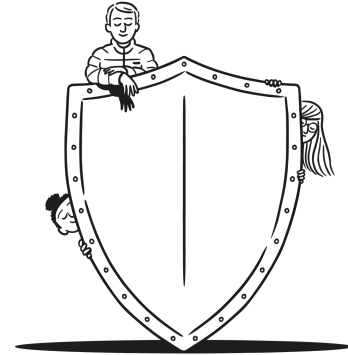
7 in 10

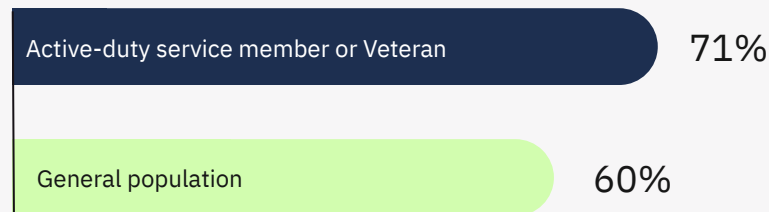Active-duty service members and Veterans are victims of digital crime.

Active-duty service members and Veterans are concerned about digital crime.

In general, how concerned are you, if at all, about the following?
(Percent of active-duty / Veteran respondents who answered "concerned")

Category	Percent
Digital crime	73%
Identity theft	73%
Having my credit card stolen	63%
Scammer phone calls	54%
Having my home broken into	51%
Cryptocurrency scams	21%

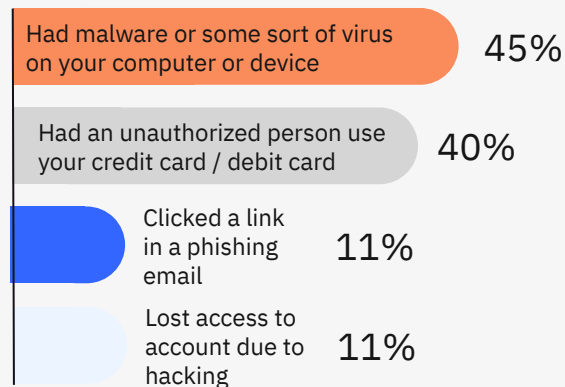Respondents selected multiple responses

7 out of 10 active-duty service members and Veterans have experienced some form of digital crime - more than the general population.

Have you experienced any of the following digital crimes?
(Percent of respondents that said "yes" to any form of digital crime)

Active-duty service member or Veteran	71%
General population	60%

Have you experienced any of the following digital crimes?
(Yes; Active-duty & Veterans)

Had malware or some sort of virus on your computer or device	45%
Had an unauthorized person use your credit card / debit card	40%
Clicked a link in a phishing email	11%
Lost access to account due to hacking	11%

Respondents selected multiple responses

52%

of Veterans and active-duty service members who have experienced digital crime, have been victims of **more than one type of digital crime.**

Cybercrime is impacting the military community – but it's also impacting regular Americans.

54% of Americans surveyed who experienced digital crime have also been victims of more than one type of digital crime. Digital crime reaches every corner of the country.

Digital crime can have long-lasting effects on the military community.

It's difficult to recover from digital crime, especially if you're deployed and not frequently monitoring your finances and credit.
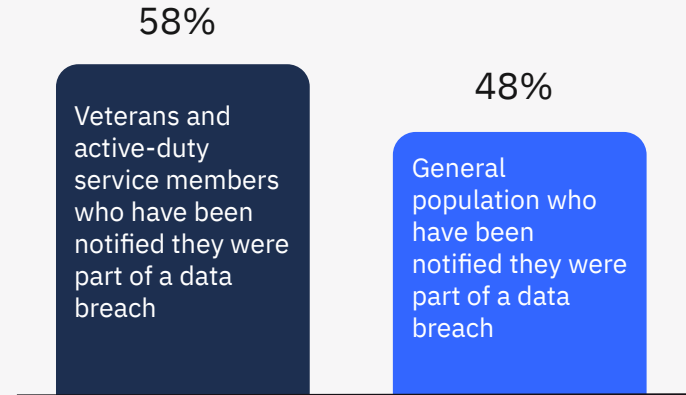
1 in 6

Veterans or active-duty service members who experienced digital crime, also experienced financial loss. **9% say they'll never be able to recover what they lost.**

1 in 20

service members has been a victim of a digital crime while deployed or on active duty.

Active-duty service members and Veterans are more likely to have been victims of data breaches than the general population.
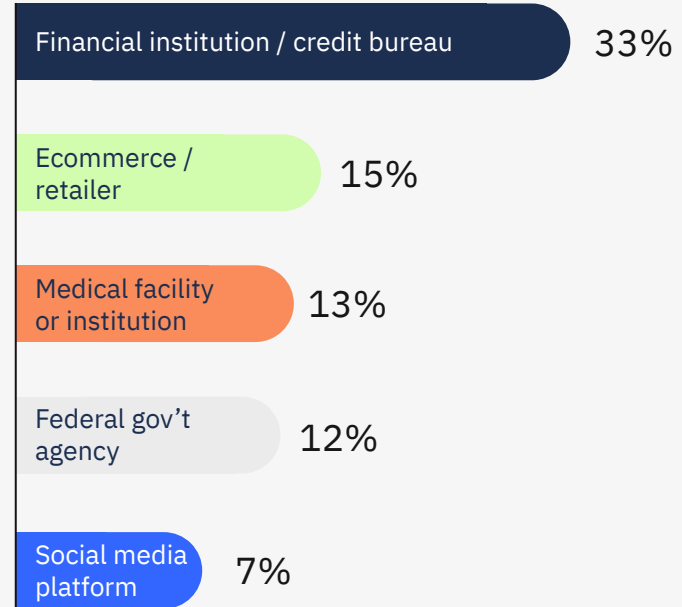
58%

Veterans and active-duty service members who have been notified they were part of a data breach

48%

General population who have been notified they were part of a data breach

There is a correlation between the data breaches and digital crime in the military community.

66%

...or 2 in 3 Veterans and active-duty service members who have experienced a digital crime, have also had their information was stolen in a data breach.

And, these data breaches can come from various sources.

Have you been notified you were a victim of a data breach at any of the following places? Please select all that apply.
(Respondents: Active-duty and Veterans)

Financial institution / credit bureau	33%
Ecommerce / retailer	15%
Medical facility or institution	13%
Federal gov't agency	12%
Social media platform	7%

Respondents selected multiple responses

Survey Methodology

This Aura/Ipsos Poll was conducted October 18-28, 2022, by Ipsos using the probability-based KnowledgePanel® – a division of Ipsos. This poll is based on a nationally representative probability sample of 1,009 general population adults aged 18+, with an oversample of 268 veterans and active-duty military members. The survey was conducted in English.

The survey was conducted using the web-enabled KnowledgePanel®, which is the largest and most well-established online panel that is representative of the adult US population. Our recruitment process employs a scientifically developed addressed-based sampling methodology using the latest Delivery Sequence File of the USPS – a database with full coverage of all delivery points in the US. Households are randomly selected from all available households in the U.S. Persons in these households are invited to join and participate in the web-enabled KnowledgePanel®. For those potential panel members who do not already have internet access, Ipsos provides a tablet and internet connection at no cost to the panel member. Those who join the panel and who are selected to participate in a survey are sent a unique password-protected log-in used to complete surveys online. As a result of our recruitment and sampling methods, samples from KnowledgePanel cover all households regardless of their phone or internet status and provide fully representative online samples to the research community.

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