



#### **OVERVIEW**

# How Shape Defeated Account Hijackers and Saved Tens of Millions of Dollars.

A Fortune 500 retailer, manages a gift card program with a stored value of over \$5B. Cybercriminals targeted the program, stealing tens of millions of dollars from the company and its customers. Attackers used credentials spilled from other website breaches to hijack customer accounts and steal funds from gift cards. Fraudulent login attempts exceeded a million per day and made up over 90% of the traffic to the login URL. Traditional defenses, like web application firewalls, intrusion detection and prevention services, and fraud analytics, failed to prevent these ongoing automated attacks. The Fortune 500 retailer deployed the Shape solution and completely eliminated account hijackings.



## SHAPE SOLUTION

- Eliminated all account hijacking and saved tens of millions of dollars.
- · Blocked malicious bots & automated attacks.
- Reduced chargeback fees and customer support calls.



# **G G** The problem was with other websites. Our customers reuse thesame passwords across multiple sites. When other sites get breached, fraudsters use those spilled credentials to hijack my customers' accounts.

- explained retailer's CISO

### WHY SHAPE?

A Fortune 500 retailer sought out Shape after their WAF, IP reputation feeds, rate limits, and other defensive measures failed to stop credential stuffing attacks. Attackers used botnets, automated account checkers, and web proxies to defeat security measures. At peak, the attacks on the retailer web application involved over 100,000 new IPs that were used once, and never again. Some of the attackers also mimicked browser, or browser agent behavior to simulate human visitor behavior.



## **SHAPE SOLUTION BENEFITS**

- Defended Fortune **500** retailer's website in real-time and successfully deflected automated attacks.
- · Deployed new countermeasures as attackers adopted different approaches.
- · Deployed and integrated with retailer's web infrastructure within 2 weeks.

# GG 1

The Shape team worked with my team to go live in two weeks from start to finish. Unlike traditional security solutions, we don't need more training or headcount to get value out of Shape's solution. They've completely blocked the attackers without inconveniencing my users or imposing on my team.

- explained retailer's CISO

### **ANATOMY OF ATTACK**

Automated of Attack

STEBIN   #1 paste tool since 2002			
PASTEBIN Follow @pastebin		Change Email Address	Home / Seil Gift Cards / Retailer
6K Combolist BY: A GUEST ON HARK 15751, 2015   SYNTAX: NORE   5222: 149.54 KB   VIEWS: # DOWNLOAD   RAW   DARED   REPORT ABUSE   PRINT   QR CODE   CLONE	BevCo	Change email address * bot_herder@gmail.com	BevCo Sell Retailer Gift Card
<ol> <li>rtgo23@yahoo.com:thelvin23</li> <li>melodic3tune@yahoo.com:melody</li> <li>rbradshaw_69@yahoo.com:123456</li> </ol>	Sign In or Create Account	Confirm new email address * bot_herder@gmail.com	Gift Card Information Gift Card Serial Number*
<ol> <li>predator452001@yahoo.com:christy1</li> <li>matthewdole@hotmail.com:elmstr</li> <li>TammyStewart_1978@hotmail.com:infin</li> <li>sarenbou@aol.com:trunks</li> </ol>	Username or email address * victim@email.com	Change Email Address	PIN 0  Gift Card: eliminates shipping of a physical
<ol> <li>smburt@hotmail.com:s1cott11</li> <li>jedi256@gmail.com:dagobah</li> <li>carloseric210@yahoo.com:nevarez1</li> </ol>	Password * ***********		gift card and reduces your listing fees. Please note that many eGift cards are for online use only.
<ol> <li>bigdworld@aol.com:jazz1964</li> <li>bruno.spoon@gmail.com:eusd6c</li> <li>chuckcnj85@yahoo.com:halfway1</li> </ol>	Forgot your <b>username</b> or <b>password</b> ?	Transfer Funds	Current Balance * \$ Ex. 50.61 Please check the balance of your gift cord.
<ol> <li>ingfolife@aol.com:quatich</li> <li>jonwils@gmail.com:b00144507</li> <li>peterezjr@hotmail.com:anseline</li> <li>cimba48@yahoo.com:peoples</li> </ol>	Sign In	bot_herder@gmail.com	Your Selling Price * •
<ol> <li>Cimba+seyahob.com:peoples</li> <li>eikichi@juno.com:fooder</li> <li>m.white74@yahob.com:iicorin104</li> <li>backbaydesign@verizon.net:bbdc1145</li> </ol>		\$50.00	At this selling price, you'll earn <b>\$0.00</b> for your gift card.
<ol> <li>sfuse233@yahoo.com:fuslier233</li> <li>jesse.hainley@mac.com:jah411</li> <li>Robertlhendry@yahoo.com:bench5</li> </ol>		Transfer Funds	Have a promo code? Login now to redeem. Continue Listing
24. garycipoletti@yahoo.com:grandma1			

#### Stage 1

Attackers acquired spilled credentials from the open web (criminal marketplaces and password dump sites).

#### Stage 2

Attackers tested credentials, using distributed bots, web proxies, and other tactics to evade defense.

#### Stage 3

Attackers hijacked accounts when the credentials were valid.

#### Stage 4

Attackers sold gift cards via secondary markets such as eBay and Raise.com, for 85-90% of their value.

### CONCLUSION

Following a successful initial deployment, the Fortune 500 retailer is rolling Shape out to protect additional web applications and API services used by mobile applications. The retailer has eliminated \$10s of millions in fraudulent transactions and chargeback fees. The retailer also benefits on an ongoing basis from threat intelligence (collected and correlated across all Shape deployments) and consultation provided by Shape's anti-automation experts to stay ahead of cybercriminals.



Shape Security defends the world's largest enterprises from sophisticated cyberattacks and fraud. Shape customers include three of the Top 5 US banks, five of the Top 10 global airlines, three of the Top 5 global hotels and two of the Top 5 US government agencies. The company has raised \$100M+ from Kleiner Perkins, Google Ventures, Eric Schmidt, and other leading investors to build an advanced web, mobile, artificial intelligence, and machine learning platform for global scale application defense. The Shape platform, covered by 50 issued patents and 100+ additional patent applications, prevented over \$1B in fraud in the last year. Shape was named by CNBC as one of the 50 most disruptive companies in the world. Today, the Shape Network defends 1.4 billion user accounts from account takeover and protects \$1B of in-store mobile payments worldwide.