



ORX News most viewed loss events: Quarter four 2018

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The top 10 most viewed stories on the ORX News site between 1 October 2018 and 31 December 2018:

1 **ING Bank – published 4 September 2018**
ING agreed to pay €775m in a fine and disgorgement for insufficiencies in its AML policies.
BL0401 – Commercial Banking
EL0402 – Improper Business or Market Practices
[Read the ORX News story here](#)

4 **Tesco – published 6 November 2016**
In October 2018, Tesco Bank was fined £16.4m by the FCA over failures relating to a 2016 cyberattack which led to losses of £2.5m.
BL0302 – Card Services
EL0201 – External Theft & Fraud
[Read the ORX News story here](#)

2 **Danske Bank – published 21 December 2017**
Danske Bank is under investigation and its CEO resigned following revelations billions of dollars were laundered through its Estonian business.
BL0401 – Commercial Banking
EL0402 – Improper Business or Market Practices
[Read the ORX News story here](#)

5 **TSB – published 23 April 2018**
TSB has provisioned £145.7m for customer redress and waived fees and charges following issues with the migration of customer data to a new system.
BL0301 – Retail Banking
EL0601 – Technology and Infrastructure Failure
[Read the ORX News story here](#)

3 **Bank of America – published 8 April 2010**
Bank of America and its subsidiaries have paid a total of \$26.69bn in fines, settlements and disgorgement between May 2011 and October 2018.
BL0202 – Global Markets
EL0402 – Improper Business or Market Practices
[Read the ORX News story here](#)

6 **HSBC – published 5 November 2018**
Hackers accessed HSBC USA online customer accounts in October 2018 and may have stolen customer details.
BL0301 – Retail Banking
EL0202 – System Security External – Wilful Damage
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7 JPMorgan – published 25 August 2011
JPMorgan has paid \$93.6m in two settlements in relation to transactions prohibited under US embargo laws.
BL0501 – Cash Clearing
EL0402 – Improper Business or Market Practices
[Read the ORX News story here](#)

9 Voya Financial – published 26 September 2018
Voya Financial paid \$1m to the SEC for deficiencies in its cybersecurity policies which allowed hackers to enter its systems in 2016.
BL0801 – Retail Brokerage
EL0202 – System Security External – Wilful Damage
[Read the ORX News story here](#)

8 Capital One – published 23 October 2018
Capital One was fined \$100m by the OCC for AML deficiencies after it failed to comply with a 2015 consent order.
BL0301 – Retail Banking
EL0402 – Improper Business or Market Practices
[Read the ORX News story here](#)

10 HSBC – published 13 March 2012
In October 2018, HSBC reached a \$765m settlement with the DoJ over MBS claims, bringing its total paid to \$904.8m.
BL0202 – Global Markets
EL0402 – Improper Business or Market Practices
[Read the ORX News story here](#)

ORX News has expanded its cyber coverage

ORX News now covers significant cyber events across all industry sectors, not just financial services.

We've chosen to do this to provide a richer dataset to help you understand and quantify cyber losses.

[Read more about what cyber events we cover here.](#)

About ORX News

ORX News is an industry-leading provider of publicly reported operational risk loss data.

Find out more

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