

New Zealand
August 2007



UNISYS | Security
INDEX

www.unisyssecurityindex.co.nz
A Synovate Survey

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Background on Unisys

Unisys is one of the leading information technology services companies worldwide with specific market credentials in security. Unisys recognises the value of security as a means to protect business assets, from customer information to critical intangibles such as brand reputation. Unisys helps clients respond to the demands of a changing security environment, particularly in the fields of identity management and biometrics, system, network and infrastructure security and supply chain management, for both government and private sector clients. Unisys is committed to helping our clients secure their operations, giving visibility to see the impact of their actions ahead of investments, risk and decision points.

Unisys on Security

Organisations and governments today confront potential security threats that didn't exist a decade ago, or, if they did, were not seen as such a pressing concern. These security threats are global and their effects impact individuals on a daily basis. Unisys approach to security goes beyond 'bits and bytes' recognising that there are a broad set of political, economic and consumer forces that impact the security 'ecosystem'. We believe that the most effective solutions are going to be those formed through collaboration across interests.

See also www.unisyssecurityindex.co.nz.

For more information on Unisys Security offerings visit: www.unisys.co.nz/services/security/index.htm

Executive Summary

The Unisys Security Index™ is New Zealand's only regular snapshot of public perceptions towards security.

Launched in New Zealand in September 2006 and conducted by leading market research company Consumer Link, the Index provides a regular, statistically robust measure of concerns about four areas of security - National, Financial, Internet and Personal security. The Index tracks consumer concern towards eight specific issues against these four categories and provides an overall measure of concern in the community (an Index number out of 300).

In August 2007, the New Zealand Unisys Security Index stands at 108/300. While this reflects relatively low concern levels, it is consistent with past results from New Zealand. However there have been some small but significant fluctuations in the proportion of people concerned with National Security:



In August 2007 the top three areas of concern for New Zealanders are:

1. Other people obtaining credit card / debit card details
2. Unauthorized access to or misuse of personal information
3. Security of shopping / banking online

The Unisys Security Index has consistently shown that people are most concerned about threats of identity theft and financial fraud in all markets. Significant variations of concern level occur geographically between those living in Asian countries, when compared to those living in Australia and New Zealand, where the Unisys Security Index has typically been substantially lower.

Regional results for the Unisys Security Index the last time it was released (April / May 2007) were:

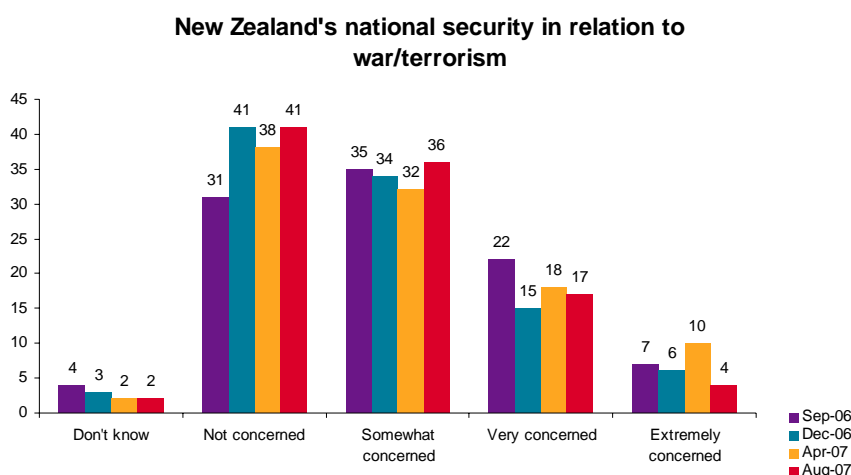
- Singapore – 188
- Hong Kong – 180
- Malaysia – 179
- Australia – 134
- New Zealand – 113

To complement the Unisys Security Index, Unisys has released research on aviation security which found that nearly all New Zealanders say they believe more needs to be done to make domestic airline travel even more secure. Similarly, when asked if they were prepared to do more personally to make domestic airline travel safe, the overwhelming majority of New Zealanders said yes. 94% of New Zealanders believe that more action needs to be undertaken to make domestic air travel secure from the threat of terrorism. Identity verification of passengers is the area of greatest concern with 82% of New Zealanders saying they believe all passengers must prove their identity before boarding an aircraft.

Results

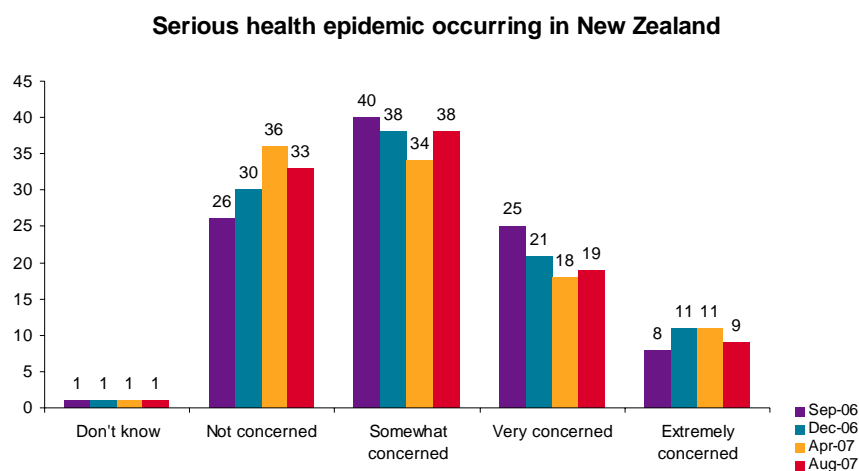
Top-line results are expressed in the following graphs with comparisons to previous results:

Level of National Security concern



Since the last Index, the number of New Zealanders who feel very or extremely concerned about New Zealand's national security in relation to war and terrorism has decreased by **7%** points or by approximately **200,000** people

21% or an estimated 650,000 New Zealanders aged 18 and above are very or extremely concerned about New Zealand's national security in relation to war or terrorism

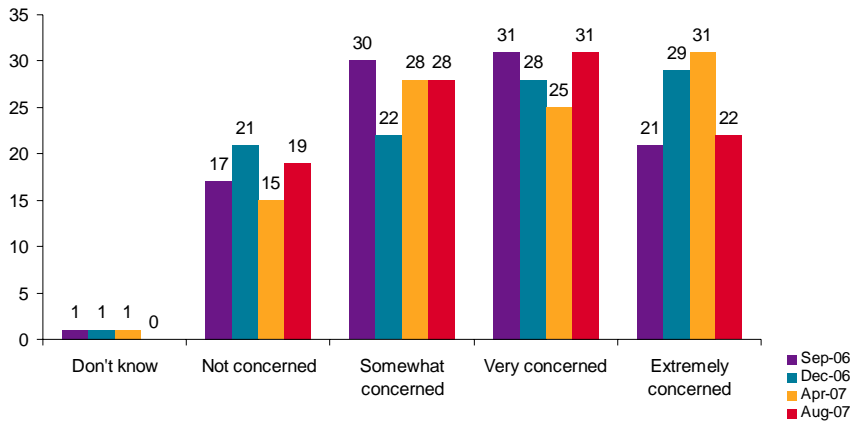


Concern about the threat of a major health epidemic remains largely unchanged since the previous Index

28% or an estimated 850,000 New Zealanders aged 18 and above are very or extremely concerned about a serious health epidemic occurring in New Zealand

Level of Financial Security concern

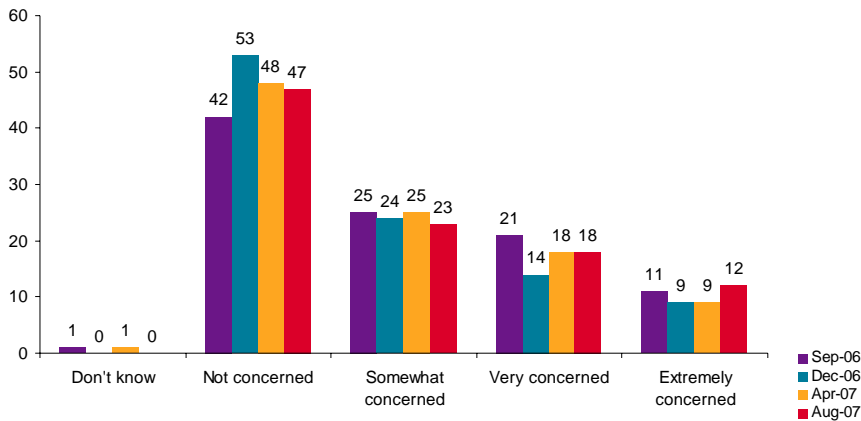
Other people obtaining/using your credit card



Concern about other people obtaining or using their credit card remains largely unchanged since the previous Index

53% or an estimated **1.6 million** New Zealanders aged 18 and above are very or extremely concerned about other people obtaining their credit card / debit card details

Your ability to meet essential financial obligations

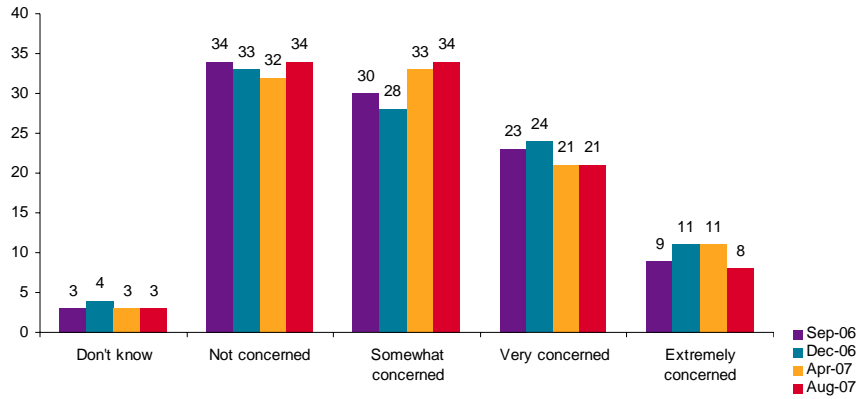


Concern about New Zealanders ability to meet their essential financial obligations remains largely unchanged since the previous Index

29% or an estimated **900,000** New Zealanders aged 18 and above are very or extremely concerned about their ability to meet essential financial obligations

Level of Internet Security concern

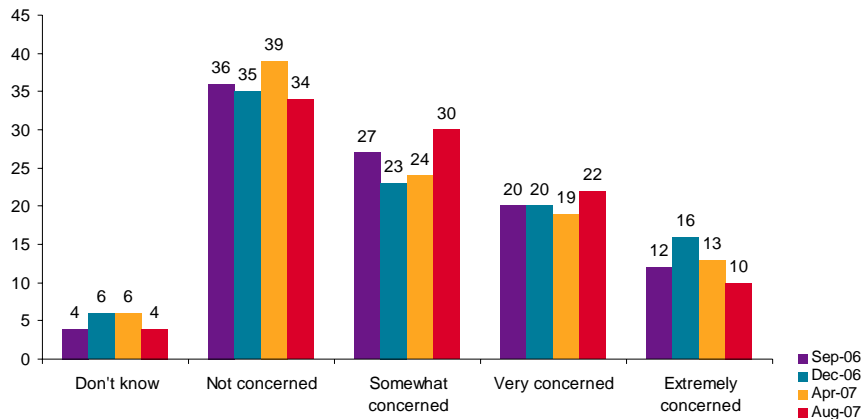
Computer security in relation to viruses/ unsolicited emails



Concern about computer viruses and unsolicited emails remains largely unchanged since the previous Index

29% or an estimated **900,000 New Zealanders** aged 18 and above are very or extremely concerned about computer security in relation to viruses and unsolicited email

Security of shopping/banking online

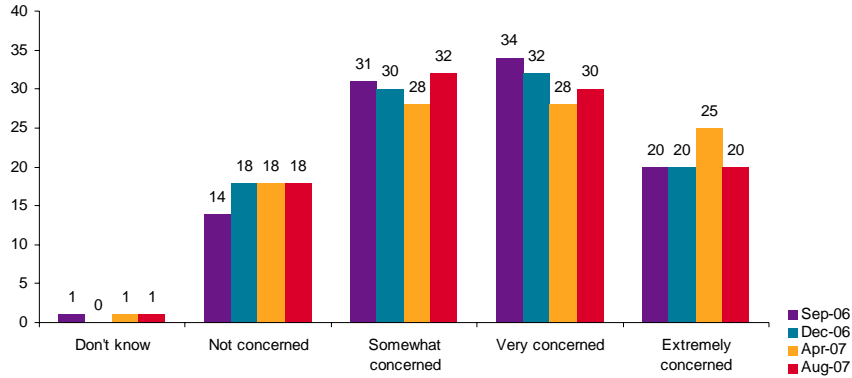


Concern about security when shopping and banking online remains largely unchanged since the previous Index

32% or an estimated **1 million New Zealanders** aged 18 and above are very or extremely concerned about the security of shopping and banking online

Level of Personal Security concern

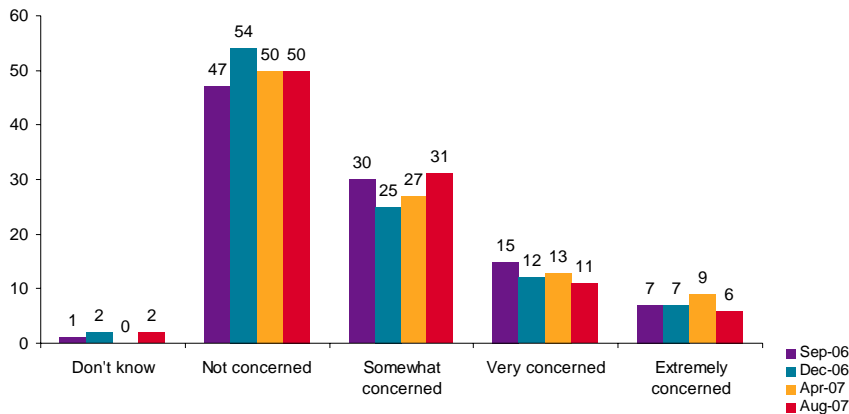
Unauthorised access to/misuse of personal information



Concern about unauthorised access to or misuse of personal information remains largely unchanged since the previous Index

49% or an estimated 1.5 million New Zealanders aged 18 and above are very or extremely concerned about unauthorised access to or misuse of their personal information

Overall personal safety over the next 6 months



Since the last Index, the number of New Zealanders who feel very or extremely concerned about overall personal safety has decreased by **6% points** or by approximately **200,000 people**

17% or an estimated 500,000 New Zealanders aged 18 and above are very or extremely concerned about their personal safety over the next six months

Other key findings

The Unisys Security Index provides a unique insight into the divergent views held by New Zealanders on a range of security matters.

The following commentary offers further insight on the national results:

Unisys Security Index down slightly in New Zealand

The New Zealand Unisys Security Index for August 2007 has fallen slightly compared to the April 2007 result and is now below the results recorded in December 2006.

The Index fell 5 points from April 2007 and stands at 108, slightly lower than the 110 result recorded in December 2006.

The four individual index results are as follows:

- National Security – 93
- Financial Security 125
- Internet Security –102
- Personal Security – 111

Personal & national security drives Index lower

A 9 point decline in the Personal Security Index has helped fuel the drop in the overall Index result for August 2007.

The Personal Security Index fell from 120 in April 2007 to 111 in August 2007.

Much of this decline can be attributed to a drop in the number of New Zealanders who say they are extremely or very concerned about their personal safety over the next 6 months, down 6% to 17% in August 2007.

Those extremely or very concerned about the loss or misuse of personal information declined 4% to 49% compared to the April 2007 results.

Additionally a 7 point drop in the National Security Index over the same period has also helped drive the overall New Zealand Unisys Security Index down.

The National Security Index is now at 93, down from 100 in the last survey.

Much of this decline can be attributed to New Zealanders becoming less concerned about the prospect of war or terrorism with 7% fewer saying that they were extremely or very concerned about this issue in August 2007.

Demographic findings against each issue

Older New Zealanders more concerned about war or terror

30% of New Zealanders aged 50 + say they are extremely or very concerned about war or an act of terror compared to 14% of those aged 18 - 34.

Women more fearful of health epidemic

32% of New Zealand women are either extremely or very concerned about the prospect of a health epidemic compared to 22% of men.

Younger people less concerned about financial fraud

43% of those aged 18 – 34 are extremely or very concerned about others obtaining their credit or debit card details.

This compares to 59% of those aged 35 to 49 and 57% of those aged 50 +.

Aucklanders most concerned about meeting financial obligations

38% of Aucklanders are extremely or very concerned about meeting essential financial obligations. This compares to just 24% of those living on New Zealand's South Island, for example.

Married New Zealanders are more concerned about internet security

34% of married New Zealanders said they were extremely or very concerned about computer security in relation to viruses and unsolicited emails.

This contrasts with 23% of those New Zealanders who are unmarried.

Younger New Zealanders not as concerned about security of banking or shopping online

26% of New Zealanders aged 18 to 34 are extremely or very concerned about online transactions compared to 41% of those aged 35 to 49 years of age.

Men and women equally concerned about identity fraud

New Zealand men and women hold nearly the same level of concern about this issue.

50% of women are extremely or very concerned about unauthorised access to or misuse of their personal data, with 49% of men answering the same.

Females more concerned about personal safety

53% of New Zealand women are at least somewhat concerned about their personal safety over the next 6 months compared to 42% of males.

Polling methodology

The survey on which the latest Unisys Security Index is based, was conducted nationally between 4 – 10 July 2007 by Consumer Link.

A representative sample of 500 respondents aged 18+ was surveyed. All results have been post-weighted to reflect the population using Statistics New Zealand census data.

Respondents were asked a series of questions relating to National, Financial, Internet and Personal Security. Each category consisted of two separate statements, for which people were asked to indicate if they were concerned or not concerned about that issue using the following scale:

- Extremely Concerned
- Very Concerned
- Somewhat Concerned
- Not Concerned
- None / Don't Know

The security issues respondents were asked to comment on are below:

National

1. New Zealand's national security in relation to war or terrorism
2. A serious health epidemic occurring in New Zealand

Financial

1. Other people obtaining and using your credit or debit card details
2. Your ability to meet your essential financial obligations such as your mortgage, other loan, credit card or bill payments

Internet

1. Computer security in relation to viruses or unsolicited emails
2. The security of shopping or banking online

Personal

1. Unauthorised access to and or misuse of your personal information
2. Your overall personal safety over the next 6 months

The Index itself is determined by applying a weighting factor to each answer option for each statement. A rating is then calculated for each of the four categories, namely National, Financial, Internet and Personal Security. The overall Security Index is created by averaging the ratings for these four key areas.

Each index has a range of 0 through to 300. An Index value of 0 would mean that nobody is concerned about any of the issues, whilst an Index value of 300 would mean that everybody is extremely concerned about all of the issues.

In the August Index, the results for the individual categories are summarised as follows:

1. National Security – 93
2. Financial Security – 125
3. Internet Security – 102
4. Personal Security – 111

For more information on the Unisys Security Index including additional resource material visit:

www.unisyssecurityindex.co.nz

For more information on Unisys Security offerings visit: www.unisys.co.nz/services/security/index.htm

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