



UNISYS Security Survey and Index Global Summary

4 October 2007

Conducted for:

UNISYS Corporation

Conducted by:

International Communications Research

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www.icrsurvey.com

security

Introduction

The Unisys Security Index presents a social indicator regarding how safe consumers feel on key areas of risk:

- National safety regarding security and epidemics
- Financial safety regarding bankcard fraud and ability to meet personal financial obligations
- Internet safety regarding spam, virus and online financial transactions
- Personal safety in terms of physical risk and identity theft

Security indices have been created in the 14 countries surveyed for Unisys in August-September 2007:

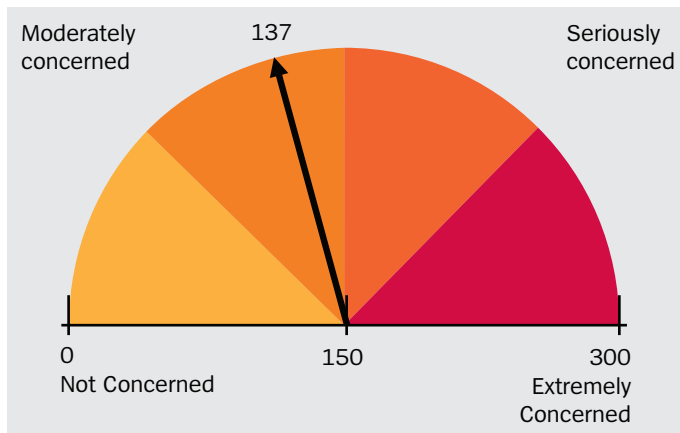
- Australia (N=1,202)
- Belgium (N=1,022)
- Brazil (N=1,500)
- France (N=948)
- Germany (N=942)
- Hong Kong (jurisdiction of the country of China – N=907)
- Italy (N=977)
- Malaysia (N=890)
- The Netherlands (N=541)
- New Zealand (N=500)
- Singapore (N=910)
- Spain (N=956)
- UK (N=952)
- U.S. (N=1,002)

Unisys plays a prominent role in the effort to secure domestic tranquility in the technology products and services it provides to the government and major industries in the 14 countries surveyed. Unisys' commitments to public and financial safety and security are the reasons for the creation of this index to monitor progress in these areas.

International Communications Research (U.S.) collected data for this report in Belgium, Brazil, France, Germany, Italy, The Netherlands, Spain, UK and U.S. Newspoll (Australia) collected data for this report in Australia, New Zealand, Hong Kong, Malaysia and Singapore. This report summarizes key findings from all fourteen countries.

Overall Findings

The Unisys Security Index scale runs from 0 to 300, where 0 represents no concern and 300 represents extreme concern. This index measures how secure survey respondents feel regarding national security, financial security, Internet security and personal security.



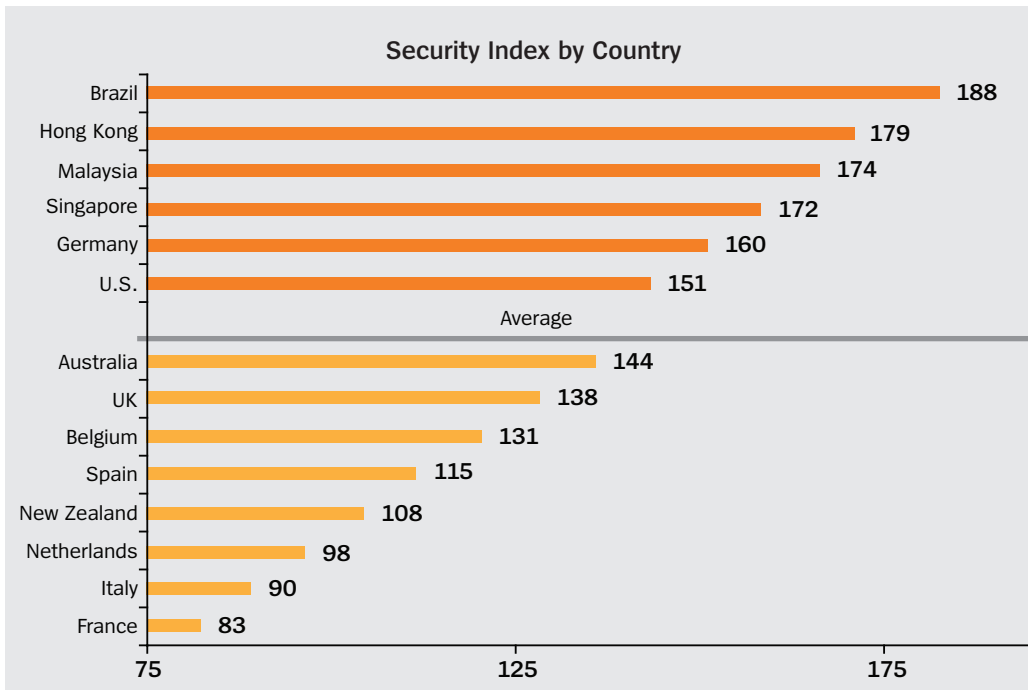
The average score for citizens of the 14 countries surveyed is 137, representing a moderate level of concern.

Concern with security as reflected by the Index is highest in

- Brazil,
- Hong Kong,
- Malaysia, and
- Singapore

Concern with security is lowest in

- The Netherlands,
- Italy, and
- France.



The Index addresses four areas of security:

- National Security
- Financial Security
- Internet Security
- Personal Security

Adults in the 14 countries surveyed are most concerned about financial security and least concerned about Internet security.

Brazilians place their country at or near the highest level of concern in all four areas and appear to worry the most about security.

The French place France at or near the lowest level of concern in all four areas. Whether a reflection of confidence or complacency, this lack of worry sets the French somewhat apart from the other countries.

Within individual countries, subgroups defined by gender, age, social class or region sometimes display significantly stronger or weaker concern about particular issues. This does not really happen consistently on a global basis. In most countries, however, females are more likely to worry about threats to national security, health and/or personal safety than are males.

Survey Methodology

The Unisys Security Index is based on a telephone survey of 13,249 persons aged 18 and up. The details of this program are as follows:

- 13,249 telephone interviews, taking place August/September 2007
- Respondents are randomly selected from households in the 14 countries surveyed so as to constitute a representative national sample of adults.
- The sample is weighted with respect to demographic characteristics such as gender, age, region, town size, education and occupation.

Security Indices

Consumers are asked whether they are concerned or not concerned about eight security-related issues (questions appear below). If they are concerned about an issue, they then describe their level of concern (extremely concerned, very concerned or somewhat concerned). The proportions of consumers describing themselves as “extremely,” “very” and “somewhat” concerned are multiplied by different weighting factors (the weight for “extremely” is three times that of “somewhat”) and added together to derive an index for the question.

Pairs of related questions (see below) are then averaged together to construct the following four Security Issue indices:

- National Security index
- Financial Security index
- Internet Security index
- Personal Security index

The four Security Issue indices are then averaged to derive the Unisys Security Index.

The National Security index is constructed from these questions:

- National security in your country (for the U.S., UK and the Asia/Pac countries, the question read, “National security in relation to war or terrorism”)
- A serious health epidemic occurring in each country

The Financial Security index is constructed from these questions:

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

The Internet Security index is constructed from these questions:

- Computer security in relation to viruses or unsolicited emails
- The security of shopping or banking online

The Personal Security index is constructed from these questions:

- Unauthorized access to or misuse of your personal information
- Your overall personal safety over the next 6 months

In order to provide a deeper local context on the eight concerns used to develop the indices, additional questions about concerns relevant to particular countries are also asked. For this wave of the Security Index survey, the following questions were asked in particular countries or groups of countries.

Belgium, France, Germany, Italy, The Netherlands and Spain

- The increasing use of video surveillance cameras in public places
- The increased level of security when traveling, particularly at airports
- The reliance on technology in every day-to-day life and its impact if breaking down / not operating properly

U.S.

- Whether or not there should be an increase in the U.S. government's efforts at preventing a terrorist attack on U.S. soil
- Greatest need for improved protection against terrorist threats: airports, seaports or land border crossings
- Extent of support for using biometric technology to identify travelers

UK

- Ability to make London safe for the 2012 Olympics
- Security of government holding identity information under the National Identity Scheme
- Whether the National Identity Scheme allows more secure and safer access to public services

Brazil

- Level of confidence in airline company security
- Level of confidence in airport / infrastructure security
- Safety from banditry in the big cities of Brazil

Singapore, Malaysia, Hong Kong

- Importance of six safeguards to ensure the security of personal information held by organizations and their outsourcing partners
- Willingness to use six different methods for verifying identity
- How often respondents take action to protect their personal information and identity: shredding financial documents, reading privacy policies and using an easy to remember PIN

Australia

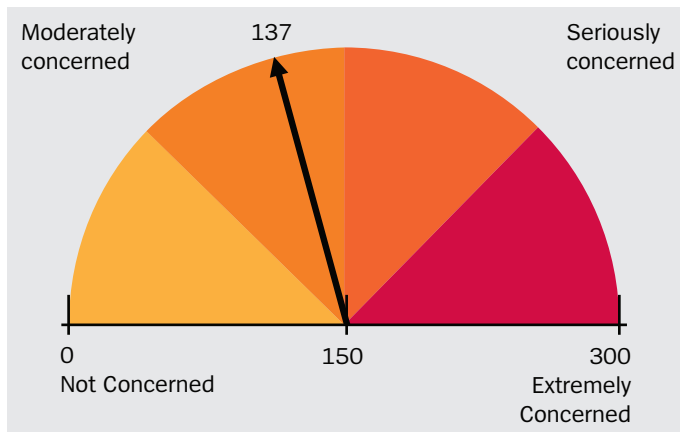
- Awareness that outsourcing may mean that a third party organization holds personal information

New Zealand

- Support for six potential policies for increasing the security of air travel within New Zealand
- Support for seven possible ways for air travelers to make domestic air travel more secure.

The Security Index

The Security Index of 137 indicates that concern about security is moderately high, but that many people remain fairly relaxed about national, financial, Internet and personal security. The most relaxed attitudes are found in countries in Western Europe and New Zealand.



Of the major concerns globally, overall, financial security issues produce the most worry. Concern over fraudulent use of bankcard information is the number one or number two concern in all 14 countries. Personal security issues are also a significant source of concern. Concern over identity theft is the number one or number two concern in all countries except for Italy.

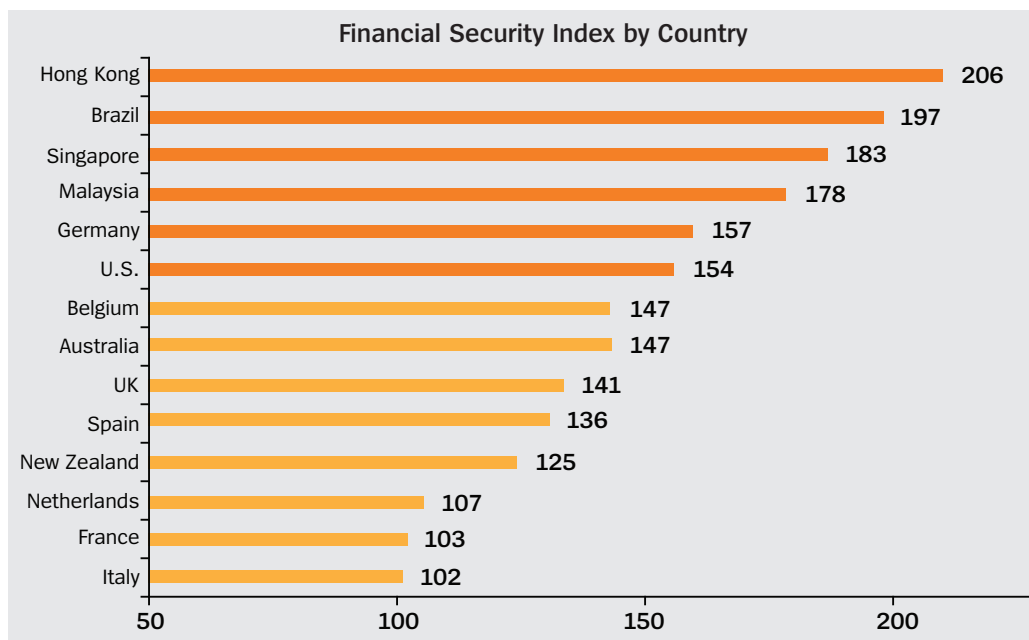
National Security Index 141	Financial Security Index 149
Internet Security Index 120	Personal Security Index 142

Issue: Financial Security

The Financial Security Index reflects concerns about (1) ability to meet financial obligations and (2) the risk of bankcard fraud. With indices of about 200, Hong Kong and Brazil display high levels of concern relative to other countries. The remaining Asian countries, Germany and U.S are also instances of “serious concern” – i.e., indices over 150.

All of the remaining 8 countries are at “moderate” levels of concern (index values of 75-149). No country is really relaxed about financial security. The indices of Italy and France (the lowest) remain over 100.

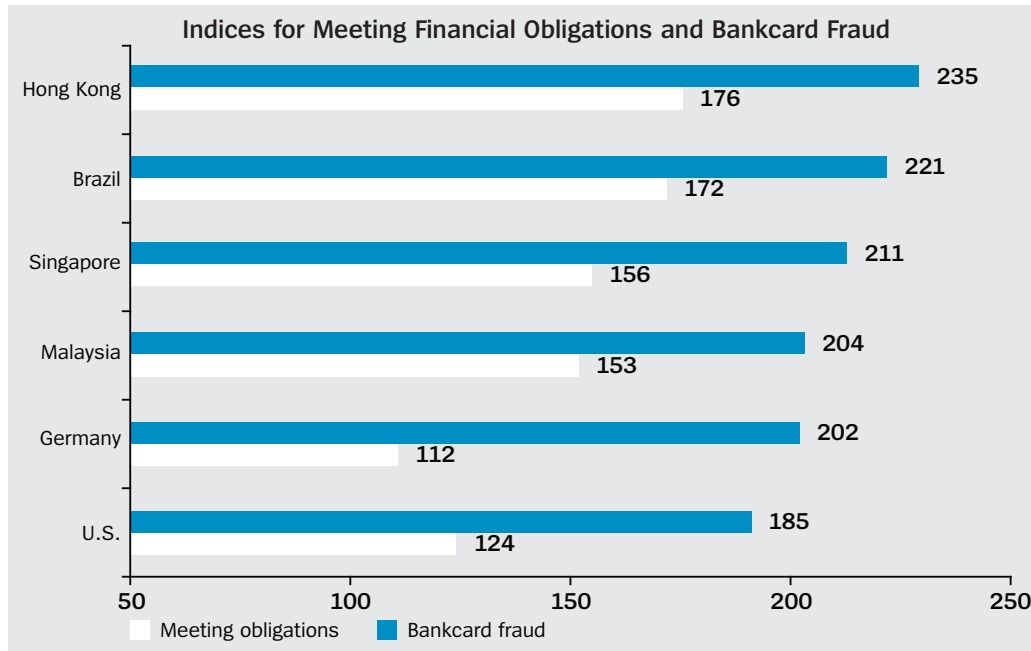
Bankcard fraud is the key component of this index. Bankcard fraud is a source of concern in virtually all of the countries in this study. The index for bankcard fraud is over 200 in five places: Hong Kong, Brazil, Singapore, Malaysia and Germany. However, the index is over 100 in all of the countries.



Countries with Serious Concerns About Financial Security

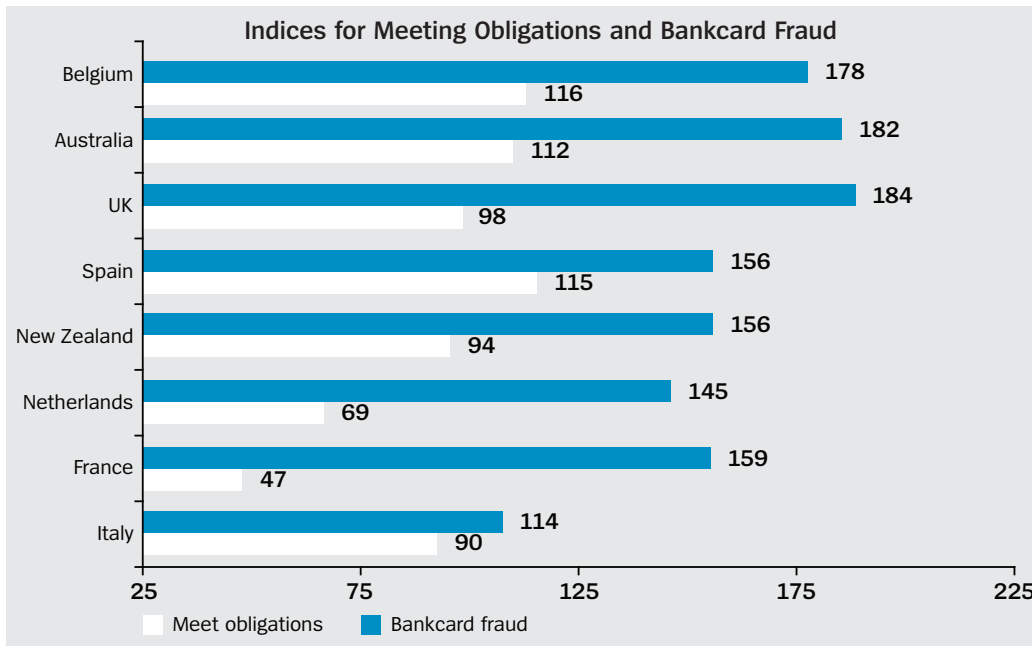
The following chart shows the indices for the individual questions on meeting financial obligations and risk of bankcard fraud. In all six countries, concern about other people obtaining and using credit/debit card details is by far the larger contributor to financial worry.

Consumers worry a lot about bankcard fraud regardless of whether they come from relatively high-income or relatively low-income countries. However, consumers from countries with the lowest incomes worry more about meeting financial obligations.



Countries with Moderate Concerns About Financial Security

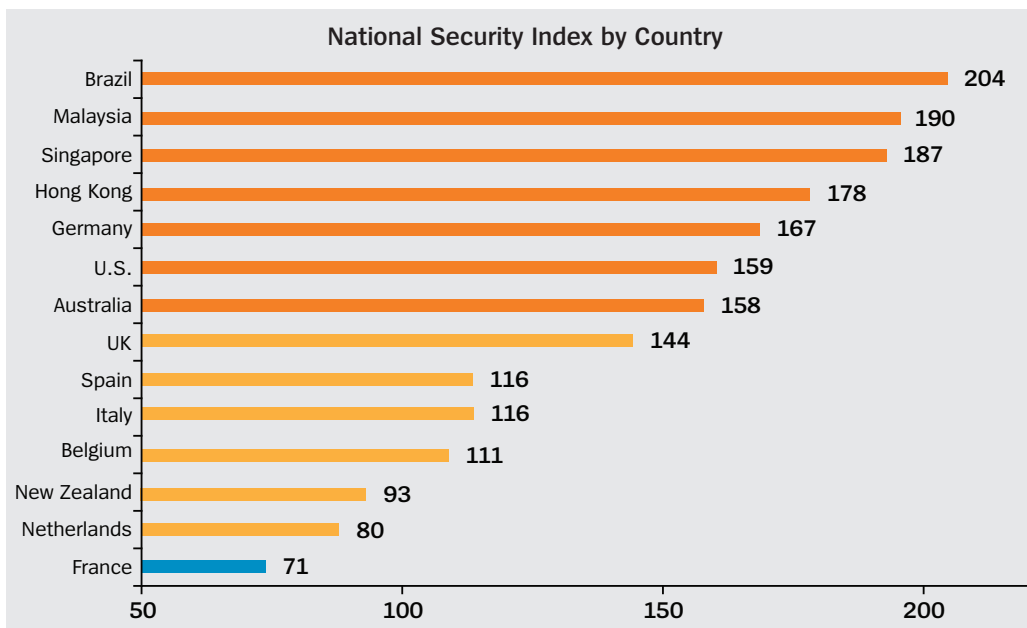
Eight countries display moderate levels of concern about financial security. Residents in these countries are relatively confident in their ability to meet financial obligations. By contrast, residents in all eight countries are concerned about bankcard fraud. Italy is the only country in which concern with bankcard fraud is moderate.



Issue: National Security

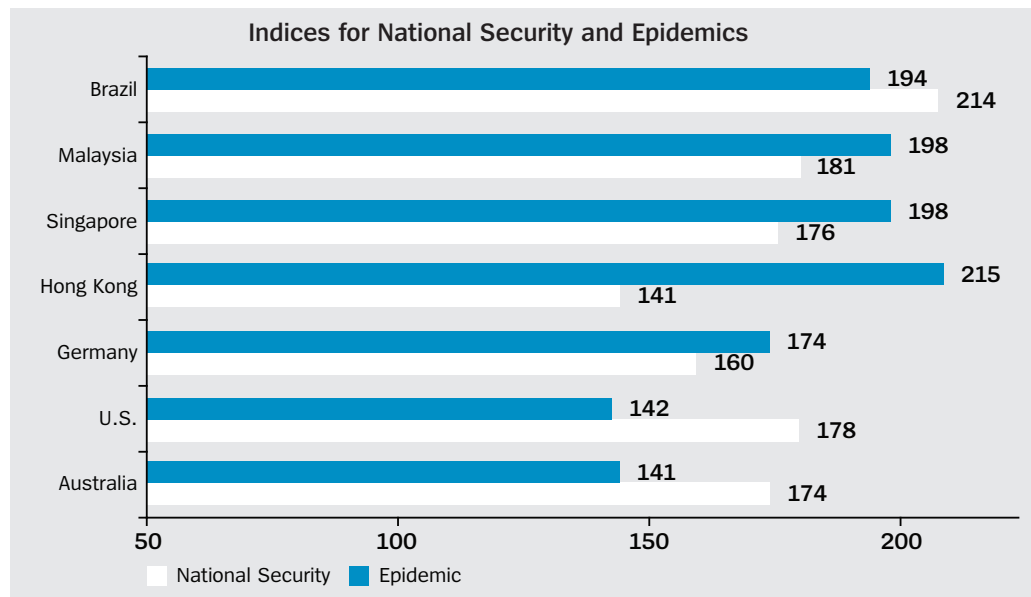
The National Security Index focuses on (1) national security and (2) the risk of epidemics. For seven countries (Brazil, Germany, the U.S. and the Asia/Pac countries except for New Zealand), the National Security Index reflects “serious concern” – i.e., a value over 150.

Six of the remaining countries reflect “moderate” levels of concern (values of 75-149), while France has an index of only 71.



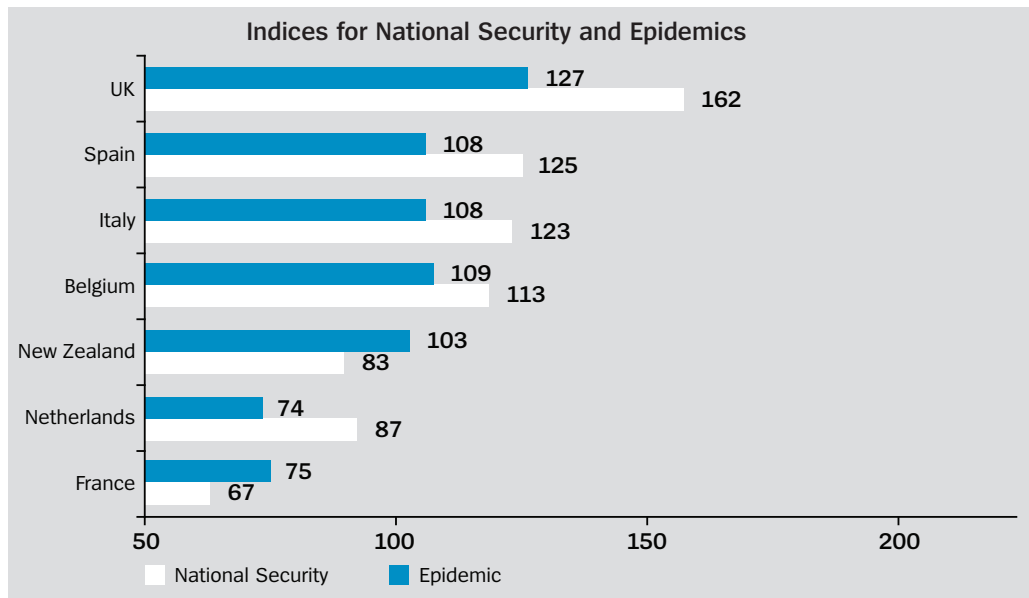
Countries with Serious Concerns About National Security

The following chart shows the indices for the individual questions on national security and epidemics. In the Asian countries – the epicenter of recent concern over the possibility of an avian flu pandemic – epidemics generate more concern. By contrast, respondents in the U.S. and Brazil are more anxious about national security.



Countries with Moderate Concerns About National Security

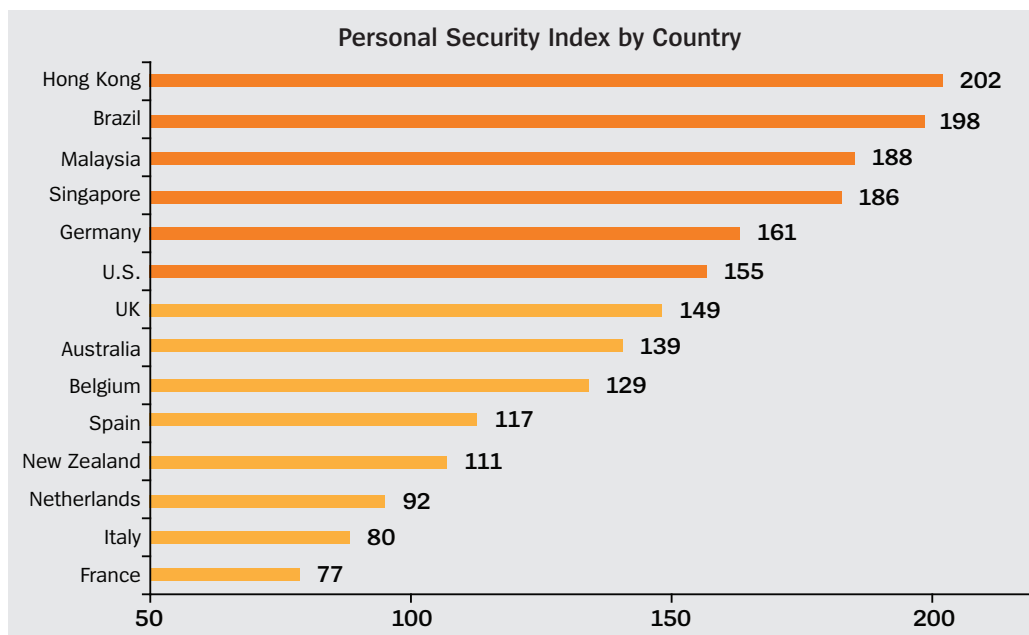
The European countries with moderate concern about national security tend to worry more about national security than about epidemics. This is particularly the case in the UK and Spain – two countries that have experienced terrorist attacks in the past several years. The low ratings on concern for epidemics stand in sharp contrast to reports of recent outbreaks of foot-and-mouth disease in The UK and The Netherlands.



Issue: Personal Security

The Personal Security Index reflects concerns about (1) personal safety and (2) identity theft. The Asian countries and Brazil top the list. Germany and the U.S. also fall in the “serious concern” segment – i.e., a value over 150.

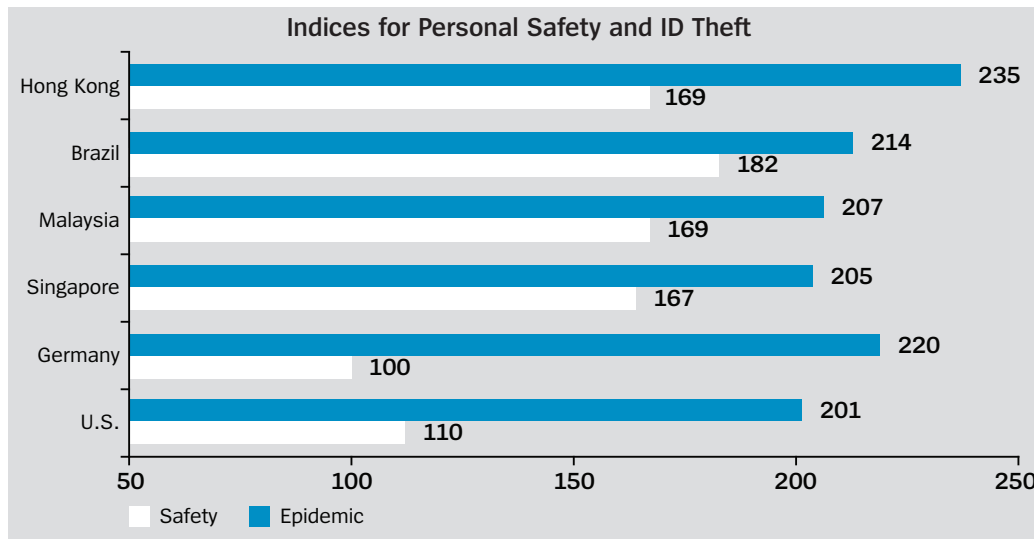
The remaining countries have “moderate” levels of concern (values of 75-149).



Countries with Serious Concerns About Personal Security

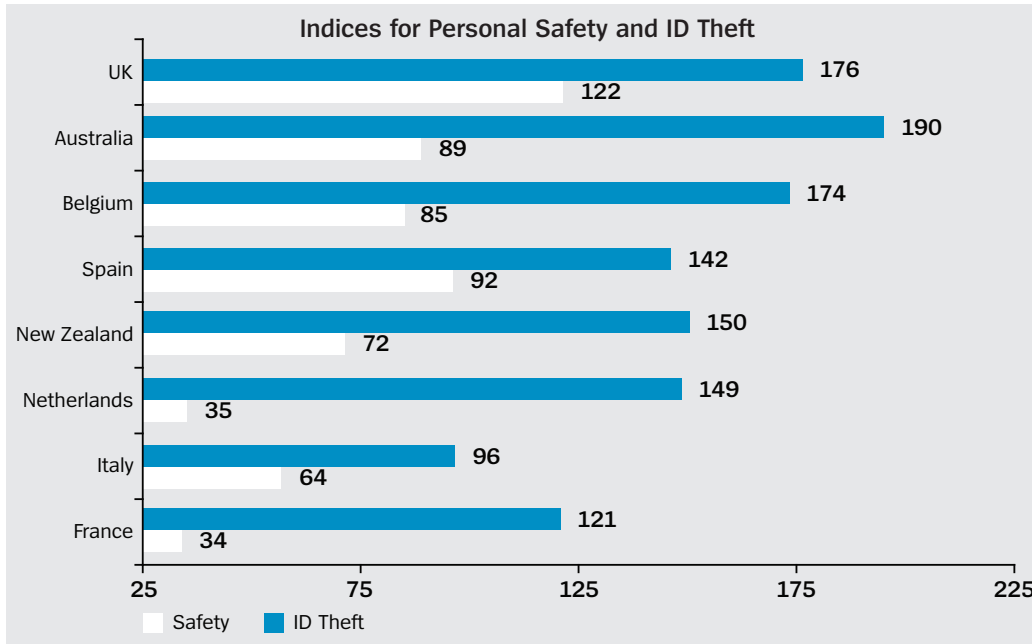
The following chart shows the indices for the individual questions on personal safety and identity theft. All countries display serious levels of concern about ID theft. In addition, respondents in Asia and Brazil are seriously worried about their personal safety.

Although U.S. cities have the reputation of being more dangerous than places like Singapore or Hong Kong, respondents in the U.S. say they are much less worried about their personal safety than are residents of the top four countries.



Countries with Moderate Concerns About Personal Security

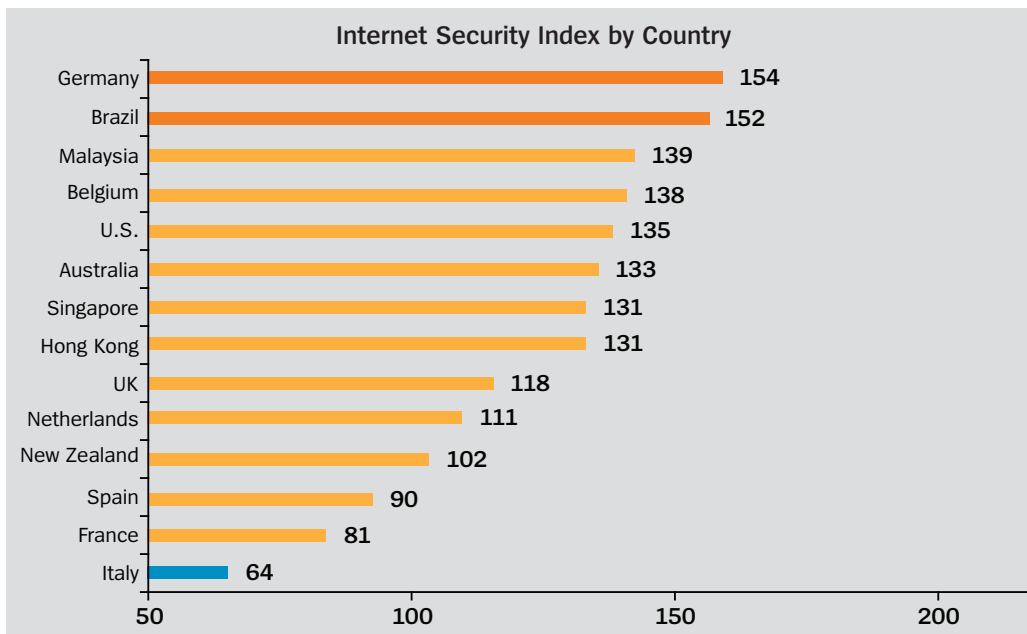
The European and Pacific countries with moderate concern about national security also worry more about identity theft than personal safety – in the case of The Netherlands and France, markedly so.



Issue: Internet Security

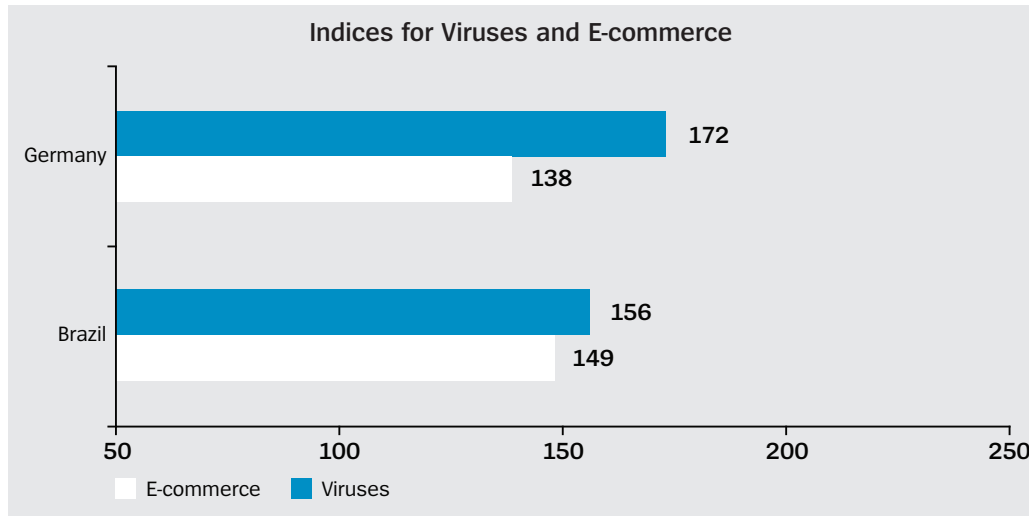
The Internet Security Index reflects concerns about (1) online shopping and banking and (2) viruses and spam. These issues produce the least amount of concern. Only Germany and Brazil fall into the “serious concern” category and their indices barely top 150.

Asian, Pacific and the remaining European countries have “moderate” levels of concern (values of 75-149). Italy’s index is only 64.



Countries with Serious Concerns About Internet Security

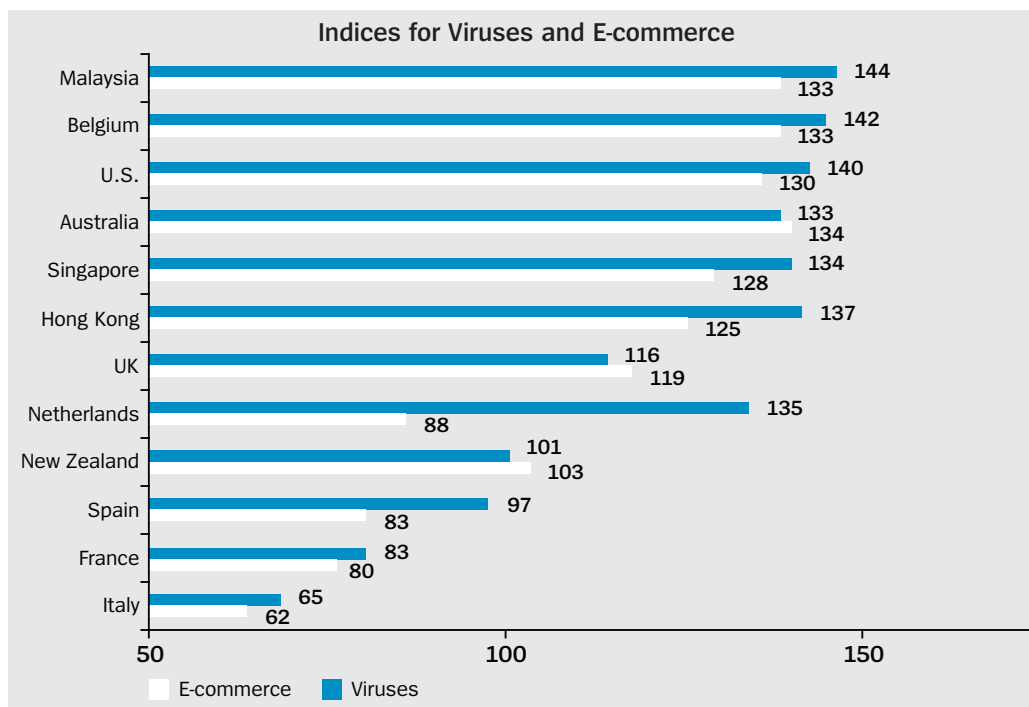
The following chart shows the indices for the individual questions about viruses/spam and e-commerce. Only Germany and Brazil show serious levels of concern, chiefly because of fears about viruses and spam.



Countries with Moderate Concerns About Internet Security

Generally, viruses and spam contribute more to the moderate levels of concern of these countries than does worry about e-commerce, but the disparity in concern is not great.

Residents of The Netherlands stand out as being far less concerned with the security of online transactions than about viruses.



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