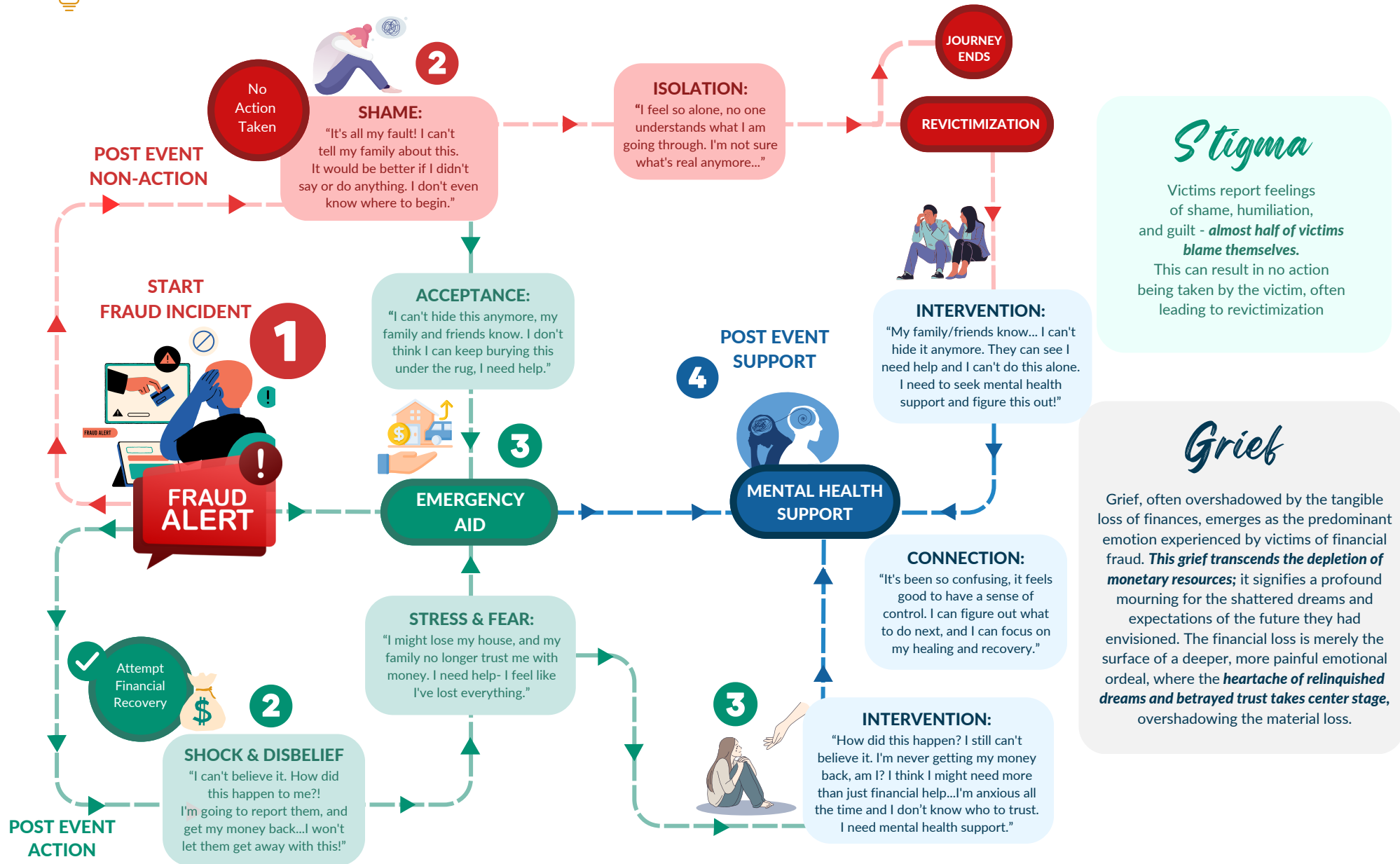
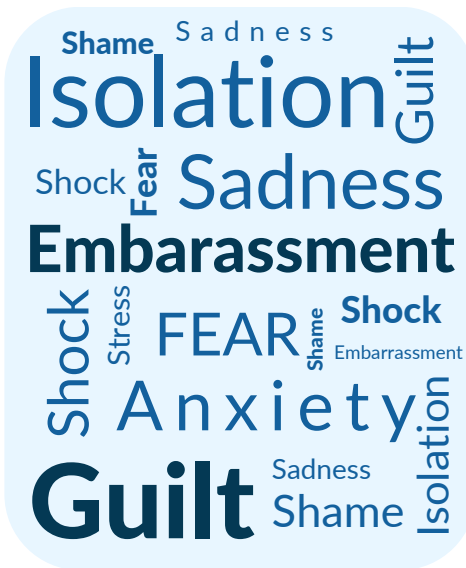




Journey maps encapsulate the voices and experiences of real victims over a specific time period, detailing their interactions at various stages. When deciphering this map, the depicted actions illustrate key stages along the victim's journey.



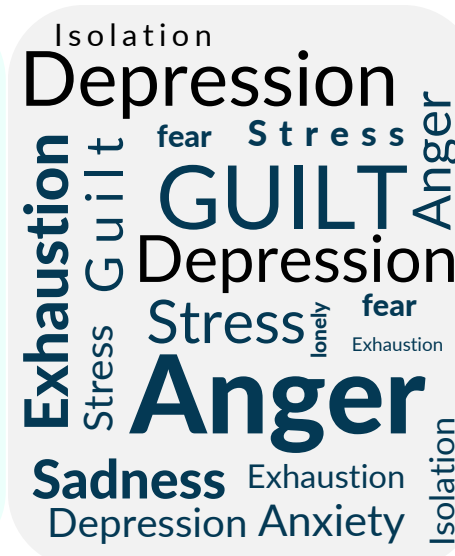
0-3 Months
Post-Fraud



3-6 Months



6-9 Months



9-12 Months



Examinations of the language employed by victims of financial cybercrimes reveal a significant shift over time, with a marked increase in references to their psychological state and usage of words that harken back to the event. This language shift underscores the complex post-traumatic stress response they are grappling with. In the year succeeding the incident, the variety of language they employ to discuss their mental health widens considerably. Among the newly adopted expressions, there is a notable surge in the use of terms that convey negative emotions. Words encapsulating sentiments such as anger, frustration, trauma, guilt, shame, and skepticism, among others, become strikingly more common, indicating the prolonged psychological impact these crimes have and reinforcing the complex post-event emotional processing and mental health struggles following these events.



POST EVENT
INTERVENTION



POST EVENT
SUPPORT



HEALING &
RECOVERY