

# Cyber incidents in action:

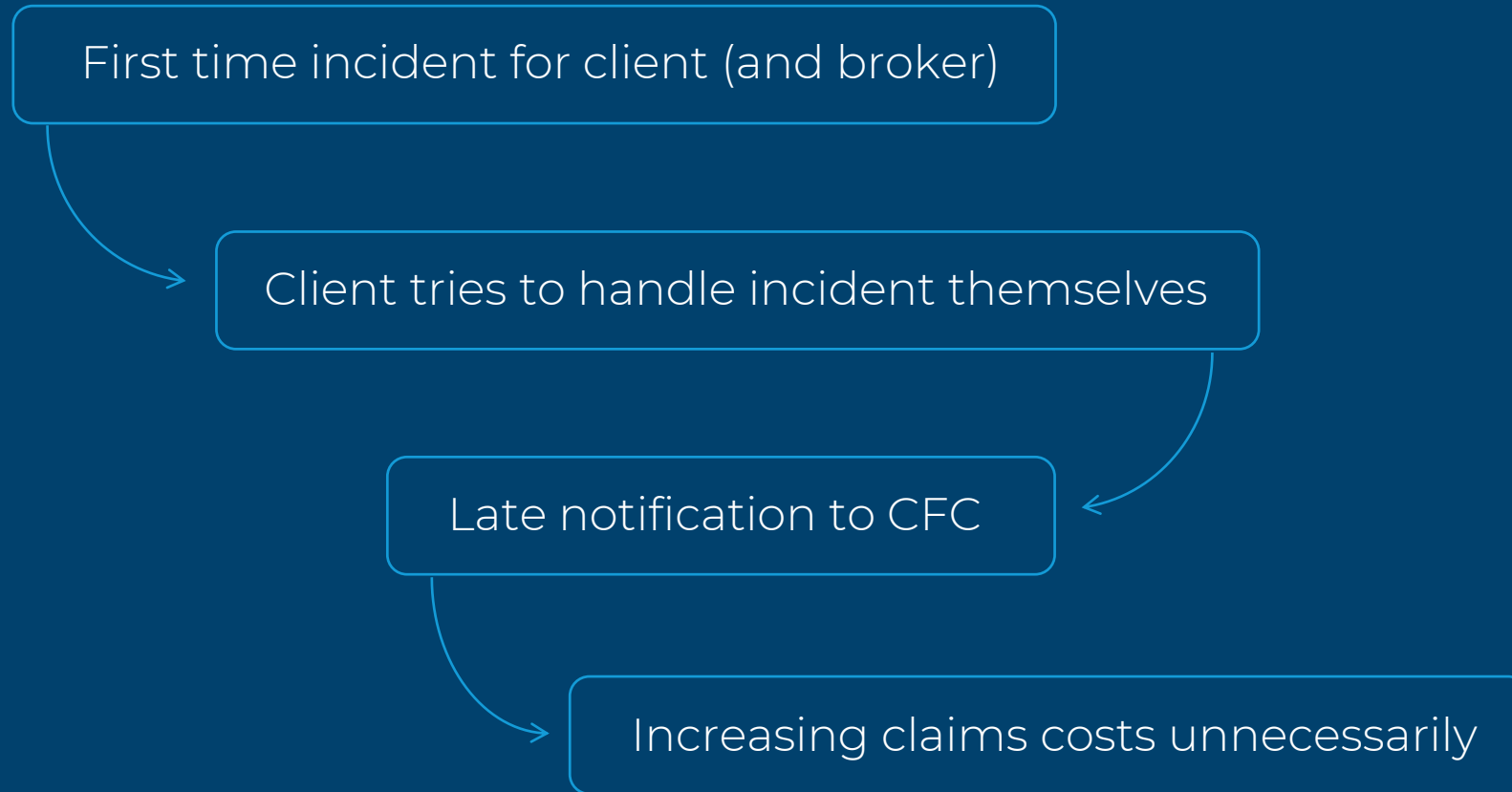
## A walkthrough in real time

CFC Underwriting

September 2019

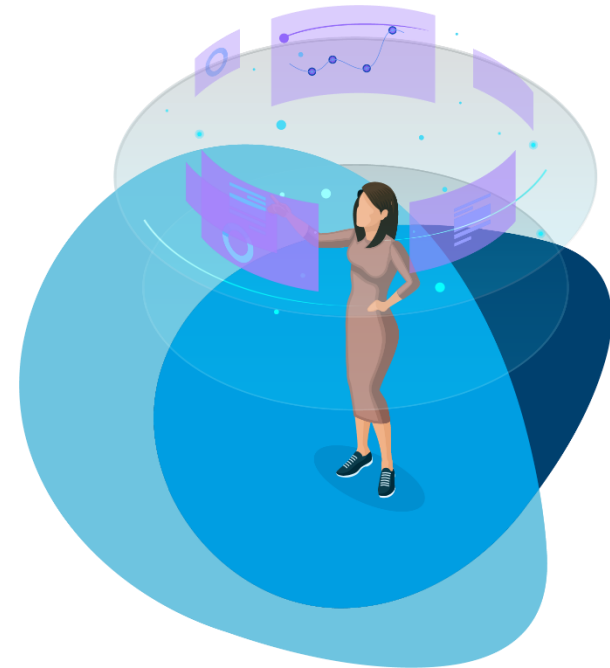


# Why we're here



# Agenda

- 1 Why the cyber claims process is different (and needs to be done right)
- 2 Why CFC claims are different
- 3 How to report and what to expect
- 4 Walk-through of a cyber event



## Traditional Claims

Less time critical

Access to legal services

Claims Made/Occurrence

## Cyber Claims

Urgency required

Access to technical services

Discovery of suspected or actual

# Where it's gone wrong

1

Transportation Services



2  
Real Estate Agent

# Claims and incident response

We've responded to more than  
1000 cyber claims in the past year!

Technical

Privacy

Coverage



**Roger Francis**  
Cyber Claims Director



**Ashley Burdon**  
Cyber Claims Manager

**James Maass**  
Cyber Incident Specialist

**Alex Barry**  
Cyber Claims Adjuster

**Tom Bennett**  
Cyber Incident Specialist

**Diana Hudson**  
Cyber Claims Adjuster

**Hannah Maher**  
Cyber Claims Adjuster

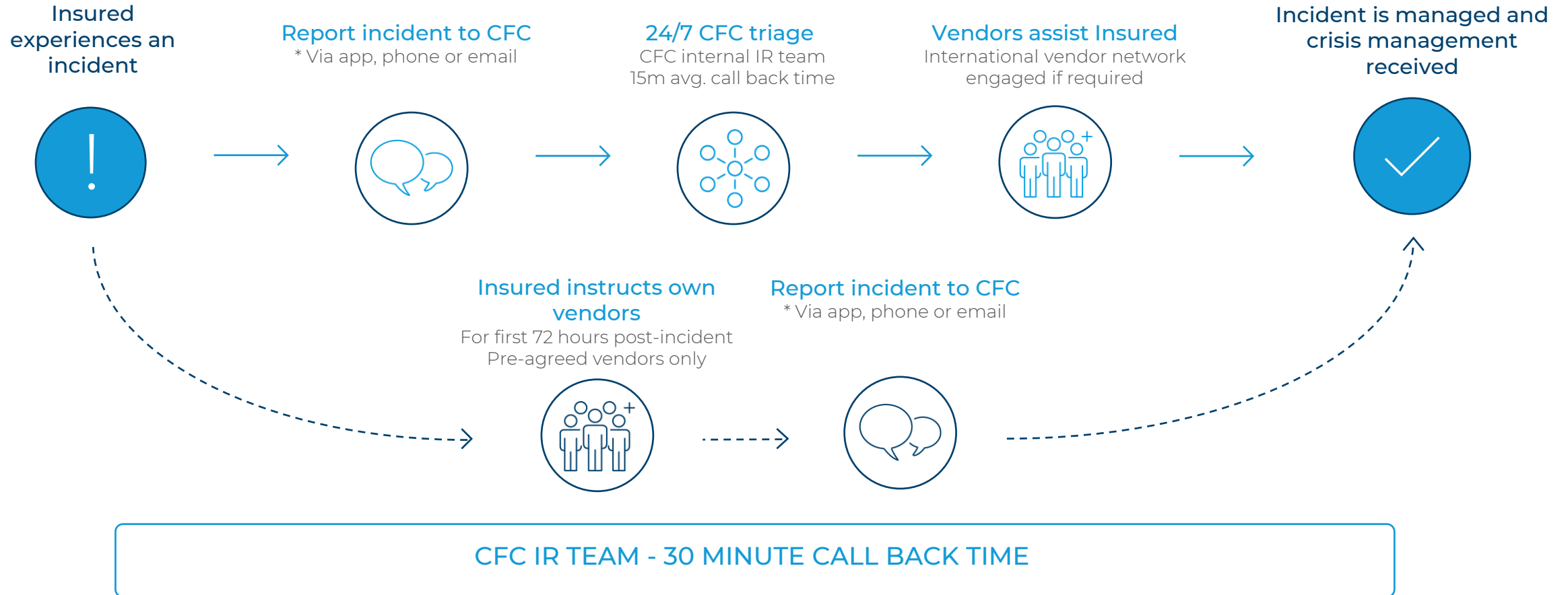
**Jack Chamberlain**  
Cyber Claims Adjuster

**Kirsten Maley**  
Cyber Claims Adjuster

**Rida Siddique**  
Cyber Claims Adjuster

**Hayfa Riaz**  
Cyber Claims Adjuster

# Cyber claims process



# Incident response app

With a tap, users can notify claims and request urgent assistance at any time of the day or night.



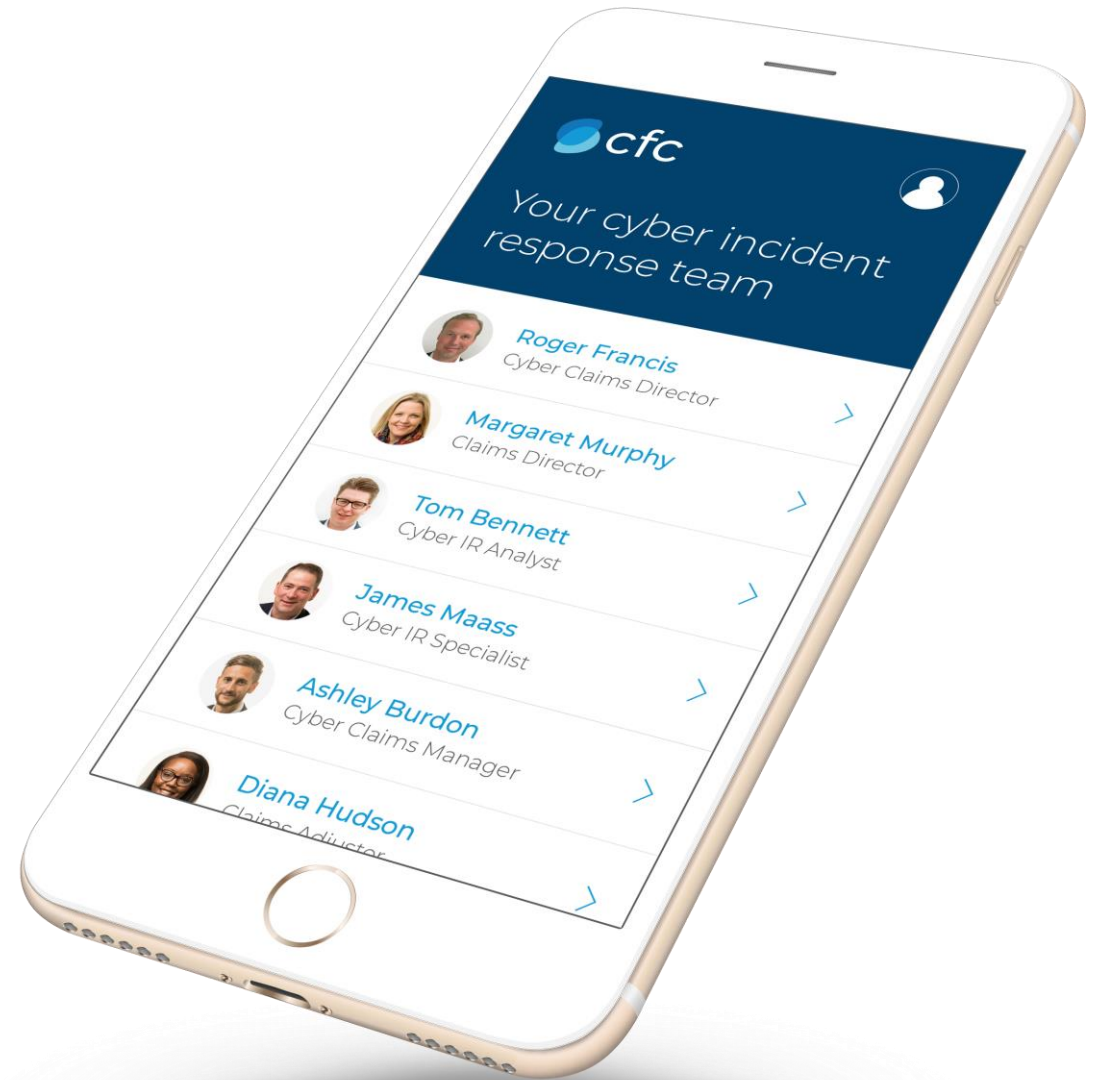
## Download the app

The app is available for free on Apple Store and Google Play platforms. Simply search for 'CFC cyber incident response'

## You can try out the app today by using our demo account:

**Username:** DemoUser@cfcunderwriting.com

**Password:** D3MOU53R





# CFC partner network

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Internal IR /forensics /  
technical IT support

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Legal

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Post breach services

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Crisis comms/PR

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DDoS mitigation

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**What do they do, when do they do it and why?**

# Walkthrough of an incident



Ransomware attack occurs – encrypts 120 computers and 15 servers



Insured notified CFC via the mobile app and were able to mark the incident as urgent.



Incident response team triaged the call overnight – CFC claims adjustor assigned same day.



CFC Incident Response were able to identify variant of ransomware



# Walkthrough of an incident



Engaged with third party forensics firms to determine if data had been accessed



Engaged with third party legal firm to determine whether notification was necessary



**Result:** a very costly claim involving notification, regulatory investigation, legal services and crisis communications now avoided.



# Summary

- 1 CFC as the first point of contact
- 2 Clients have access to a 24/7/365 response team
- 3 No penalties for notifying
- 4 Motivation is resolving the claim quickly



# Questions

## By phone:

USA: 1 844-677-4155

Australia: 1-800 803 202

Canada: 1-800-607-1355

UK: 0800 975 3034

Rest of World: +44 (0) 208 798 3134

## By email:

[cyberclaims@cfccunderwriting.com](mailto:cyberclaims@cfccunderwriting.com)

## By app:

Unique registration provided with policy