

What Have We Paid Lately

Cyber Claims Scenarios

CHUBB®



Type of Claim	Details of Claim
Unauthorized Access (Canada)	<ul style="list-style-type: none">• Our Insured is a professional organization that has an online portal for its members to access data. The organization experienced a security incident and its service representatives noticed that in a number of instances, member registration information was incorrect and that there had been a scrambling of data. A incident response coach and a forensic service firm from our cyber panel were engaged and it was determined that unauthorized access occurred on one of its servers providing external web portal functionality. The forensic firm did not find any evidence that personally identifiable information was disclosed during the attack and the data returned from the Insured's database was non-sensitive. Chubb paid approximately \$100,000 CAD in 1st party costs associated with this matter.

Type of Claim	Details of Claim
Ransomware Attacks	<ul style="list-style-type: none"> A professional services firm experienced a ransomware attack which encrypted several files on its servers. A ransom of approximately \$10,000 was initially demanded. We were promptly notified of the event through our cyber incident response hotline and an incident response coach and a forensic firm that specialized in ransomware were retained from our cyber panel. After consulting with these experts, the Insured decided to pay the ransom. Upon payment of the ransom, the Insured was able to begin the decryption process. Following an investigation by the forensic firm, it was determined that no personally identifiable information was compromised as a result of the attack. As a result of the ransomware attack, the Insured incurred losses of approximately \$100,000, which was comprised of \$15,000 for the incident response coach, \$75,000 for the forensic firm and \$10,000 for the ransom payment.
Phishing Emails	<ul style="list-style-type: none"> Employees of a midsize financial services company fell victim to a mass phishing attack by clicking on a link that enabled the bad actors to obtain system credentials which allowed them to access email accounts. Approximately 100 email accounts were compromised and the bad actors set a forwarding rule that sent new emails to an unauthorized webmail address. Many of the email accounts contained names and social security numbers of the Insured's clients. A cyber incident response coach and a forensics firm that frequently deals with these types of phishing scams were retained from our cyber panel. Utilizing specialized tools to analyze which email accounts were comprised, the forensics firm concluded that several million documents needed to be reviewed to determine the nature and scope of the affected population. Additionally, the bad actors were able to access the Insured's other systems to cause several fraudulent wire transfers to take place. It was eventually determined that 200,000 people needed to be notified and provided with two years of credit monitoring. Total first party losses were approximately \$3.5M, broken down as follows: \$2M for the forensics firm, \$1M for the incident response coach and \$500,000 credit monitoring and call center fees.
Vendor/Supply Chain	<ul style="list-style-type: none"> A business associate of the Insured fell victim of a ransomware attack that encrypted many of its files. The business associate possessed medical records and personal health information of the Insured's customers and had to retain an incident response coach and forensic firm to remedy the ransomware attack on its system. While our Insured had previously utilized Chubb's pre-incident services to better prepare for a breach, the Insured still needed to consult with its own incident response coach from our cyber panel to determine what reporting obligations it had under HIPAA. The incident response coach eventually determined that there was no exfiltration of personal health information from the business associate's system. As a result of the incident, the Insured incurred \$20,000 in first party costs.

Contact Us

For more information on Chubb Cyber insurance solutions, please contact your local agent or broker, or visit www.chubb.com/ca-en/cyber.

Chubb. Insured.SM

www.chubb.com/ca-en/cyber

Chubb is the marketing name used to refer to subsidiaries of Chubb Limited providing insurance and related services. For a list of these subsidiaries, please visit our website at www.chubb.com. In Canada, Chubb operates through Chubb Insurance Company of Canada and Chubb Life Insurance Company of Canada. All products may not be available in all Canadian jurisdictions. In the United States, insurance is provided by ACE American Insurance Company and its U.S. based Chubb underwriting company affiliates. This communication contains product summaries only. Coverage is subject to the language of the policies as actually issued. Chubb is the world's largest publicly traded property and casualty insurance group. With operations in 54 countries, Chubb provides commercial and personal property and casualty insurance, personal accident and supplemental health insurance, reinsurance and life insurance to a diverse group of clients. Chubb Limited, the parent company of Chubb, is listed on the New York Stock Exchange (NYSE: CB) and is a component of the S&P 500 index.

©2018 Chubb 30-01-0061 (Ed. 2/18)