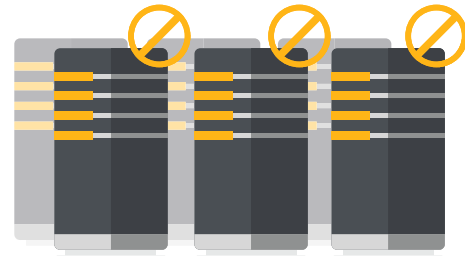


Precision under pressure

1. The Event

A ransomware attack by the Phobos group encrypted the entire IT environment of the Insured's subsidiary, locking devices and halting operations across multiple servers.



2. The Impact

Critical systems, including a remote desktop server, were rendered unusable. Thankfully, the breach was contained within the subsidiary and didn't spread to the wider organisation.



3. The Problem

Both the operating systems and hypervisors were encrypted. The Insured needed urgent help with containment, recovery, threat analysis, communication with Phobos, and compliance with applicable privacy regulations.

5. The Outcome

Operations were restored efficiently. A forensic report helped the Insured strengthen their cyber security defences, while regulatory and data subject notifications were completed with no issues or delays.



5



4. The Solution

Chubb rapidly deployed legal and forensic experts upon being notified of the claim. Notifications to regulators and data subjects were handled swiftly, while forensics immediately began root cause analysis and system recovery.

4

This claims example is for illustrative purposes only. Coverage and claims outcomes vary based on individual circumstances and your specific policy terms and conditions.

Swift response to a full system lockout

Policy triggered: Cyber

The Chubb difference:

- ✓ **Speed**
Chubb acted quickly, deploying legal and forensic experts without delay. This enabled immediate breach containment, rapid regulatory notification, and efficient restoration of critical systems.
- ✓ **Technical ability**
Forensic teams tackled complex encryption across both OS and hypervisors, quickly identifying the attack vector and helping the Insured recover systems securely and confidently.
- ✓ **Solutions focussed**
From negotiating with Phobos to handling Notifiable Data Breaches (NDB) notifications to the OAIC and post-incident hardening, Chubb's coordinated approach kept the recovery on track and outcomes positive.