

## CASE STUDY

# Meet Sophia from Smart Management Consultancy

## HER BUSINESS

Sophia runs a consultancy firm and employs a team of 20 management consultants who work with various client companies to evaluate issues faced by clients and help implement solutions.

Sophia's firm uses the cloud to store current and historical client data, including confidential and sensitive business information such as trade analysis, personal data of individuals and third-parties, pricing information and client information.

## WHAT HAPPENED

### Coverage Section

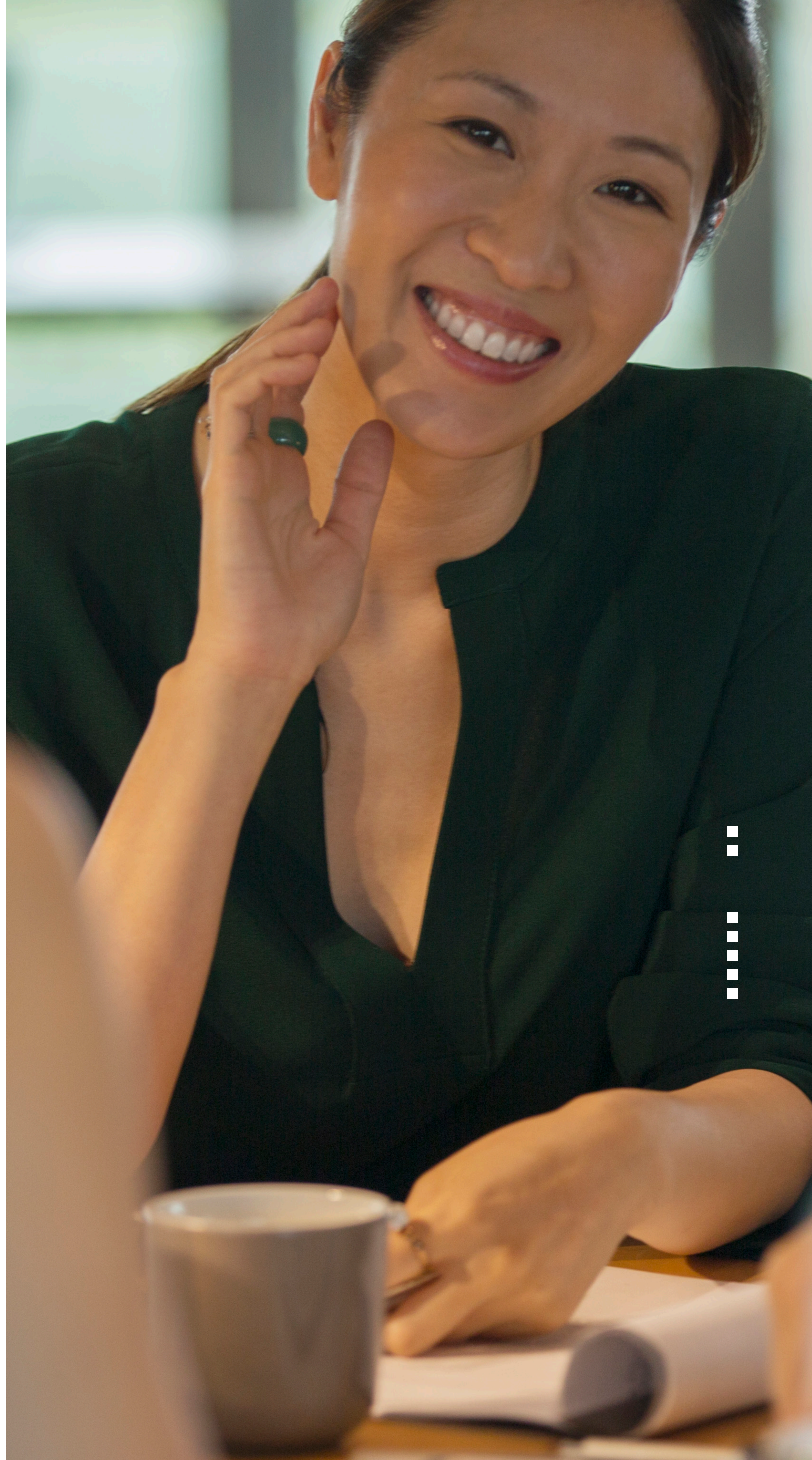
Cyber 

### Claim

Cyber-attack  
Financial Harm

A cyber-attack resulted in theft of current and past clients records and confidential business information was compromised.

Chubb helped Sophia by developing an incident response plan of action to contain the threat. Legal advisors assisted the Insured with the filing of a formal criminal complaint as well as other regulatory documentation. The response team also engaged a crisis management firm to assist with client communications.



## FROM THE CHUBB CYBER INDEX<sup>SM</sup>

# 28.8%

of claims costs went towards hiring a forensics team to stop the incident and attempt to recover lost data

Average paid  
incident response  
costs for forensics  
services

# \$161,880