

What claims have we recently paid?

Cyber Claims Scenarios - Edition 2

CHUBB®



It's important to believe in how your insurance carrier responds to and manages your claim. We understand that when you purchase insurance, you are really buying peace of mind. Chubb's guiding claims principle is to handle claims with integrity, empathy, promptness, expertise and fairness.

Below are some Chubb cyber claim scenarios that we have handled globally and paid recently:

Type of Claim	Details of Claim
SamSam Attack	A professional service firm was the target of a ransomware attack using the SamSam variety of malware. SamSam attacks have been on the rise as of late and the bad actors usually target open remote desktop ports. SamSam is different from other varieties of ransomware as it does not depend on a person opening an email attachment or going to a malicious website. In this instance, the Insured's backups were not sufficient and after consulting with an incident response coach and forensic vendor from our cyber panel, the decision was made to pay the ransom in Bitcoin.

Type of Claim	Details of Claim
Crypto Mining	<p>A manufacturing company experienced a ransomware attack that resulted in the encryption of several of their files. After the Insured contacted Chubb through the 24/7 incident response hotline, we offered a consultation with an incident response coach and forensic experts from our cyber panel. As a result of these discussions, the Insured chose not to pay the ransom. However, once the forensic firm began working on remediating the ransomware attack, they discovered that the Insured was also the victim of crypto mining. The hacking group had installed software in the Insured's system that was mining Bitcoin. Crypto mining occurs when an unsuspecting party has coin mining (Bitcoin or other cryptocurrency) software installed into its system.</p> <p>As a result of crypto mining, the bad actor is able to secretly mine cryptocurrency at the expense of the Insured's system. This type of surreptitious mining operation leads to a drain on the Insured's processing power which extends to a degradation in service. In addition to the forensics firm and incident response coach, the Insured incurred credit monitoring and notification fees, as PII (personally identifiable information) was compromised in the attack.</p>
DDoS Attack	<p>A financial institution was the victim of a DDoS (distributed denial of service) attack over the course of a two month period, which periodically degraded the Insured's productivity. The DDoS attack crippled the Insured's system by overwhelming it with bogus internet traffic so that legitimate traffic could not get through to the Insured. The attack simultaneously originated from multiple sources so that it was difficult to stop. Working with the Chubb claims team, the Insured retained the services of an incident response coach and forensics firm to respond to this incident. This DDoS attack also caused the Insured to suffer a business interruption loss.</p>
Loss of PHI	<p>A healthcare organisation was informed by law enforcement that its patients' information was found on the dark web. It is believed that criminals from outside the U.S. were able to exploit vulnerabilities in the Insured's system to access more than 200,000 patients' PHI (personal health information). Chubb assisted the Insured by retaining an incident response coach and a forensics firm from our cyber panel. Several governmental/ regulatory agencies were notified with the assistance of the coach. A call centre was established and credit monitoring was offered to the affected patients.</p>

Chubb Cyber IndexSM

For more information on cyber claims, visit www.chubbcyberindex.com. This interactive platform showcases nearly two decades' worth of Chubb's proprietary commercial cyber claims data and is designed to provide insight into the real cyber threats facing organizations today, regardless of industry or size. View real time claims data right from your desktop or mobile device.

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For more information, please contact your local underwriter or visit our website www.chubb.com/uk

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