

__DAY 1

- Client contacts Centor to report a potential global cyber attack.
- ______Cyber attack looks likely. All systems are compromised. The client is unable to trade.
 - Centor contact the client's insurer and alerts the insurer's specific cyber response team.
 - Law firm Kennedys are instructed to lead the cyber breach response.
- ____ GG: IG IT forensics instructed to ascertain extent of the attack.

Media experts appointed to communicate to both internal/external audiences.

IS ICO, along with their global equivalences, given notification of the situation.



DASS 1-2 IT experts start to

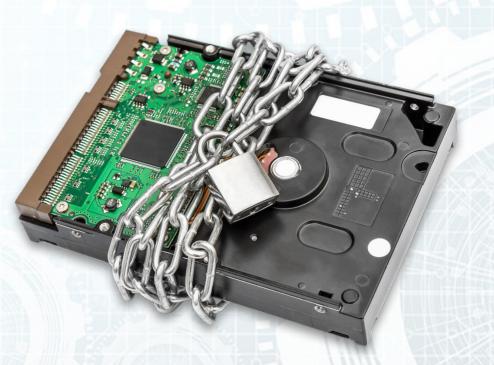
IT experts start to drill down on the 'how' and 'what' of the attack.

_DAY 3

Ransom negotiators instructed - they give insights into the criminal gang and their traits.

DAYS 3-6

Evaluation of the extent and potential financial loss and exposure is gauged. Discussions of if, and when, the client will continue trading.



DAY 6.

A complete analysis shows that the attack is severe.

Backup files are deemed insufficient the business will not survive without discussions with the threat actors

The client's insurer agrees to pay the threat actors their ransom, after discussions by the ransom negotiators who reduce the original ransom amount. The final sum is agreed at \$500,0000.

DAYS 7-14.

After payment, the encryption key is sent, allowing full access to the compromised servers. Client is 'back on their feet' and trading efficiently.

1 MONTH-6 MONTHS

- ✔ Better systems and processes are in place.
- ✓ The regulatory review by the ICO and their global equivalents continues.
- ✓ The client's Business Interruption insurance included the services of an accounting firm who support the BI claim and presented their case favourably.
- ✓ BI insurance paid out.
- ✓ The Betterment clause paid out, meaning better stringent systems.
- ✓ The client is now fully operational.

POINTS TO CONSIDER

- The client's cyber insurance meant that they had immediate access to a first-class cyber response team from a diverse group of global experts, with one point of contact.
- Without this seamless approach to their cyber-attack, it would have taken the client several weeks to research, and instruct, these individual experts.
- While they did so, their business would have failed.

CYBER INSURANCE ROI

- The client paid £25,000 for their insurance policy that year.
- They received over £650,000 of professional support.
- The return on investment was 1:26. Or to put it another way, for every £1 spent, they received over £26 of professional support.

CLIENT TESTIMONIAL

66 Our systems, our I.T. infrastructure and consequently our business was compromised by a cyber-attack last year. It meant that we were unable to trade. Prior to the cyber-attack, we took I.T. security very seriously and felt our systems were robust and secure.

I don't say this lightly, but I doubt that we would be in business today if it wasn't for the expert hand of Centor - specifically their Claims Department - who took charge from the moment we called them, co-ordinated with all relevant professionals and legal teams and kept a calm countenance when needed most.



If you wish to discuss your cyber insurance needs, please contact your Account Manager for more information.

www.centor.co.uk/services/cyber-insurance