

Cyber claims and mitigation solutions

When a cyber event occurs, do you know who to turn to for help managing the claims process and mitigating the risks? Our cyber claims experts are here to help – from the time of notification of the pending claim until the final resolution.

Regrettably, cyber events have become an everyday occurrence. The risk of financial loss, business interruption and reputational damage continues to grow. These incidents can result in considerable difficulties and substantial costs for businesses and insurers; they also provide a stark reminder of the fragility of business-dependent systems.

Cyber events take many forms, and resolution requires the right experience to effectively coordinate and manage the various stages of these complex claims. Sedgwick has a global team of experts dedicated to managing cyber claims and business interruption losses. We have the technical expertise to effectively conduct all aspects of claims administration, and our team is available 24/7 to promptly support client needs.

Coverage validation and analysis

Claims associated with cyber events can trigger a number of different policies. Our team of specialists will carefully assess your program to determine cyber coverage and compensability. Based on our findings, we'll design and administer a mitigation and remediation plan that ensures your policies and the claims resulting from the incident are administered properly. Our experienced team can help with other key steps, such as setting claim reserves and evaluating reimbursement and business interruption costs. We also have strong relationships with skilled legal counsel who can be retained to defend litigated claims and help clients address potential regulatory investigations and fines.

Notice offerings

Once the individuals and organizations affected by the cyber incident have been identified, we can help you communicate with them through our innovative notice plans. Our typical platforms include mail and email notices, and, depending on the scope, we can also incorporate advertising (print, radio, television, outdoor, digital and social media), press releases, public service announcements and more. To ensure that everyone impacted understands what it means for them, our engaging notices are written in plain, simple language and can be translated as needed.

Intake online and by phone

If your cyber event requires impacted individuals to register or file a claim, we have the intake and customer service capabilities to meet your needs. Our online self-service platform is highly customizable to accommodate any type of cyber event, and our in-house global call center teams can perform intake and provide helpful, caring support.

Crisis management and PR support

Brand and reputation are among a company's most valuable assets. Developing them is hard; keeping them during and after a cyber event is harder. Our brand protection experts help clients weather the storm of a cyber-related PR crisis to preserve their good name and support customer retention.

Business interruption evaluations

Cyber events often lead to system outages that can impact normal business operations. Our highly qualified team of forensic consultants, valuation specialists and examiners provide forensic accounting, financial analysis and valuation services following cyber incidents. Sedgwick adjusters and examiners investigate cyber claims, assess their impact to the client's organization, and determine how the relevant policies respond to the event. Our forensic accountants work with the adjusting team to quantify business interruption losses, added expenses and any mitigating expenses that may ensue. With our combined resources, we can provide concise reports that can be used as the basis for establishing coverage, settling claims, and pursuing recovery actions.

Your trusted partner for cyber solutions

Sedgwick's experienced team is ready and able to assist as soon as your organization notifies us of a cyber claim. We're here to guide you and keep your claims and remediation plans moving forward, so you can get back to the business of what you do best. With our comprehensive solutions, we're uniquely positioned to handle nearly all aspects of cyber claims in-house – minimizing the need for additional outside parties when time and sensitivity are of the essence. Our seasoned professionals will work tirelessly to ensure fulfillment of your policies and all compliance requirements, risk mitigation and cost containment, and timely and accurate resolution.



To learn more about our cyber claims and mitigation solutions, contact:

P. 800.625.6588 **E.** sedgwick@sedgwick.com

To learn more about our integrated and customized solutions, visit [SEDGWICK.COM](https://www.sedgwick.com)