



Cyber liability claims solutions

Cyber events seem to be an everyday occurrence. Yet from an insurance, legal and claims perspective, the challenges are unique, and effective handling involves a planned, thoughtful and immediate response. Our expert team helps insurance carriers assess cyber claims and policy coverage, and provides claim-related support from intake through settlement.

Given our reliance on mobile devices, laptops, email, cloud storage and remote third-party servers, no organization is safe from a cyberattack. The benefits of such technology invite risk and vulnerability. Cyber events take many forms and resolution requires experience to effectively coordinate and manage the various stages.

Claims involving the loss, exposure or misuse of sensitive data have originated from small one-office financial service firms to national and multinational corporations. Regardless of the number of records exposed, the direct and indirect costs to the client are real and instantaneous.

Valuable services and expertise

After a cyberattack happens, what's next? Sedgwick can help. We have extensive experience assisting insurance carriers with various types of cyber claims. Our cyber liability services range from full claims management of one claim to those associated with a class action lawsuit.

Expert support following a cyberattack is essential for a successful resolution. Our dedicated colleagues have more than 30 years of claims management experience with many types of coverage such as commercial general liability, professional liability, technology errors and omissions liability, employment practices liability, directors and officers/executive liability, and cyber liability.

Our team understands the complexities of cyber-related claims and they manage key steps in the process including:

- Facilitating claim intake
- Validating coverage
- Analyzing the claim and setting reserves
- Assisting with the investigation
- Assessing liability
- Evaluating reimbursement and business interruption submissions
- Identifying subrogation possibilities





In addition, expert legal counsel can be retained for defending litigated claims and helping clients address potential regulatory investigations and fines.

We also work with other teams to coordinate additional services that may be needed, including:

- Business interruption evaluations – Our forensic consultants and valuation specialists can help quantify lost profits and increased costs associated with the event, or we can coordinate with outside resources in support of business interruption claims
- Intake options – If the incident requires impacted individuals to register or file a claim, we can offer support through our online self-service tool or in-house call center
- Notice offerings – Once the individuals and organizations affected by the cyber event have been identified, we can work with internal and external resources to help you communicate with them via mail and email notices, advertising and more

Solutions to meet your needs

Sedgwick has more than 50 years of experience providing claims services for some of the nation's most prominent organizations. We help clients recognize and reduce risk, ensure compliance with data security and privacy laws, and maximize resources. We offer customized, performance-based solutions that reduce frequency, indemnity, expense payments and, ultimately, total loss costs. We have the scale and flexibility to meet the diverse needs of our clients and to expand as needed to respond to industry demands and trends.

We know your reputation as a trusted fiduciary of client confidentiality is the cornerstone of your success and that a cyber event can have a negative impact on your brand and reputation. Sedgwick is committed to understanding the unique cyber risks your business faces and will tailor a claims management program to meet your needs.

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To learn more about our cyber liability claims solutions, contact:

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