

# Diary of a Cyber Claim

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# The Attack!

- Ransomware freezes insured's system demanding immediate payment
- Client calls the police to report the attack
- IT begins to address the problem



# The Hotline Call

Insured calls the Schinnerer Data Breach Coach Hotline and leaves a message.

“We think we’ve had a network breach...”



# Lewis-Brisbois Responds

- Schinnerer's Data Breach Team (Lewis-Brisbois) returns the call within two hours
- Data Breach Team leaves a message for the insured asking to schedule a call to clarify the situation
- The Data Breach Team calls again after two hours



# Client Returns the Call 6 hours later

“Our phones have been quirky, maybe we can get on the phone tomorrow.”



# The Call and Letter of Engagement

Lewis-Brisbois and the insured talk the next day

- Data Breach Team confirms it's a network breach that needs a forensic specialist
- The insured's IT department recognized the need more forensic expertise
- Lewis-Brisbois sent the engagement letter
- The authorized signator is currently out of the office, so the insured has to wait 5 days to return the letter

# Back to Business

The insured's system was backed-up and they were able to resume operations without paying the ransom.



# The Analysis

- Insured did not engage with the forensic firm for another two weeks
- The forensic firm goes to work next day





# Results

- Forensic analysis concludes the breach is isolated to the ransomware (no data compromised, no other malware, no other organizations impacted, etc.)
- The forensic firm seals the breach
- Duration: 37 days



# Costs

The insured's costs were limited to their premium and policy retention which were <20% of totals costs

- The Data Breach Coach
  - Assessed the risk and confirmed the need for forensics
  - Arranged for the forensic services
  - Assessed the report of the forensic analysts
- The cost of the forensics firm
  - Confirmed no reporting requirement
  - Confirmed no further penetration
  - Sealed the breach
  - Delivered report of services and findings

Questions?

# Thank you!



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