

United Kingdom

# Cyber claims services

# What we do

*Cyber incidents can cause considerable difficulties and substantial costs for businesses and insurers, as well as providing a stark reminder of the fragility of business dependent systems.*

To handle cyber claims effectively you need a comprehensive understanding of the technical issues and a calm and organised approach. Remediation options need to be swiftly investigated and evaluated, while costs must be kept under control. If not handled properly, cyber claims can result in a substantial loss and lead to disruption and damage to a business' brand and reputation.

### Consistent approach

An important aim of our approach to cyber risks is to demystify the subject. We support businesses through to recovery and conclusion during a period when they need the most support.

### We have a global reach

Sedgwick is the world's largest risk services, loss adjusting and claims management company. We offer expert and impartial advice to insurers, brokers and customers across the whole insurance industry.

We provide focused solutions that contribute to our clients' success and inspire continued brand loyalty in their customers. With over 21,000 employees worldwide, our services are enhanced by our collective global experience and expertise.

### Contact us

Whether you are looking for complex loss adjusting, risk consultancy or repair and restoration, you can rely on us to get the job done.

We get the right people, in the right place, at the right time. To find out more about how we can help you, please contact a member of our team or visit our website at [www.sedgwick.com/uk](http://www.sedgwick.com/uk).

## Global solutions. Local expertise.

### Our services:

- Repair, restoration and mitigation services
- Major and complex loss adjusting
- Forensic accounting

## 24-hr HelpLine

029 2101 0320

# Our cyber solution

*To make sure our clients receive a prompt service of the highest standard, we have brought together a network of services to manage all elements of cyber claims.*

### Loss adjusting

Our UK cyber and technology team is made up of 12 adjusters, dedicated to managing these complex cyber and technology losses. Having witnessed an increasing number of cyber related incidents, we've spent the last five years adding to, training and developing members of the team, so we can manage cyber claims effectively.

When managing cyber claims, we know the speed of our response is crucial. Our adjusters will quickly identify cause, deploy mitigation strategies and bring in specialist experts when needed to help manage the claim. We have cyber teams on each continent, so we make sure you get the right resource working on the issue as quickly as possible. Our team is also experienced in recovery procedures, so if a recovery action is possible, we'll get you the best results.

We have also made a significant investment in our global cyber capabilities. We have set up a dedicated cyber and technology practice group to ensure our processes are aligned and up-to-date with the global cyber market.

Our practice group is led globally by world renowned technology specialist, Dr. Mark Hawksworth.

### Forensic accounting

Within our Forensic advisory services (FAS) division we have a team of experienced forensic accountants. They're specialists in quantifying economic loss under insurance policies. Our FAS team has vast experience in quantifying cyber, loss of income, crime and other financial losses.

Like adjusters in our cyber and technology team, our FAS experts have gained extensive experience in managing cyber losses over the last five years, having managed claims either in conjunction with cyber and technology adjusters or as a standalone service. Within our UK FAS team we have three cyber accountants who are part of our global team of specialists.

### 24-hour customer service

Our staff are well versed in determining whether a cyber incident has taken place, and have access to the right expert resources within our business to call on when needed. We also have extensive experience in claims and stakeholder management, ensuring excellent claims service to your customers.

### Engaging the right experts

When managing cyber claims, we understand the importance of working with specialist experts to determine cause, develop mitigation strategies and recommend rectification.

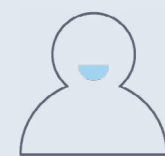
Our teams have worked with a number of industry recognised experts in the following fields:

- Data and credit monitoring
- Investigative Response (IR) and digital forensics
- Legal
- Public Relations (PR) and crisis management



### Strength in numbers

Our global network means that we are there, when and where you need us to be.



**30,000**  
colleagues



**80**  
countries



**500+**  
offices



**65+**  
languages  
spoken

### Data and credit monitoring

When personal data has been compromised as a result of a data breach, our data and credit monitoring partner, Equifax, will monitor affected personal information across the open and social web, as well as black market forums that trade in this stolen data.

To help mitigate the risk of identity theft, we notify individuals immediately if we find stolen data which matches theirs.

### Investigative Response (IR) and digital forensics

Due to their complex nature, cyber claims often need IR and digital forensics expertise to ascertain the extent of loss, mitigation, rectification requirements and forensic analysis.

Our teams work with a number of firms to assist in the investigation of cyber incidents, with experts available to help with:

- Digital forensics
- Data decryption
- Electronic data recovery
- Electronic discovery
- Executive breach simulation
- Fraud trend analytics
- Incident response
- Incident response training
- Litigation support
- Malicious code analysis
- Security health checks

Our breach responders/IT forensic partners (depending on the size and complexity of the incident):

- Grant Thornton – <https://www.grantthornton.co.uk/services/forensics-and-investigations/>
- TrustedIA – <https://www.trustedia.com/>

- Solace Cyber – <https://www.solaceglobal.com/cyber-security-risk/>
- Sedgwick’s forensic team

### Legal

Cyber claims often have legal complexities, so it is sometimes necessary to seek legal advice. Our legal partners help with:

- Conducting litigated claims and recoveries
- Regulatory notifications
- Legal privilege
- Legal enforcement options – contract and intellectual property breach, defamation, privacy, trademark and copyright infringement etc.
- Third party issue
- Issue of cease and desist notices

Our legal partners are fully aware of mandatory legislation within the UK and around the world to make sure they are ready to provide support and advice, when required.

Our legal partners:

- Clyde and Co – <https://www.clydeco.com/en>
- Kennedys – <https://kennedyslaw.com/>

- DAC Beachcroft – <https://www.dacbeachcroft.com/>
- Sedgwick’s legal team

### Public Relations (PR) and crisis management

Communicating a data breach to customers and the public can be a complex matter, so a good PR and crisis management firm is essential for preparing and managing communications around a data breach resulting from a cyber attack.

We have partnered with specialist firms to help mitigate reputational fallout and make sure the right message is delivered to customers and the public. We work with our PR and crisis management partners and insurers’ own providers to develop clear decision-making processes to communicate quickly and thoughtfully following a data incident or breach.

Our PR partners:

- Lansons for reputational management – <https://www.lansons.com/reputation-management>
- Sedgwick’s brand protection team

*The Sedgwick team is made up of time served cyber professionals, and speedy engagement with your client is required from the moment of notification. This is to enable a thorough assessment of circumstances and your client’s needs.*

*This engagement continues even where our cyber partners are involved, with our Sedgwick team continuing to centrally control the process in accordance with SLAs.*

*The brokers role in the process is critical to the successful resolution of any incident and regular engagement is always encouraged.*

## Testimonials

*“Just wanted to drop you a line to express my gratitude to you and your team for the way you have dealt with this loss. You have been all over this since day one, providing some much needed support and advice to a new client of ours and handling the claim in a very professional manner.”*

Steve Lockey, Claims Manager,  
UK Insurance Brokerage

*“Working with the Sedgwick team gave me the assurances I needed at this critical time to know that this sophisticated cyber attack was being contained and controlled. We regained control of our systems quickly and the correct people with the right high-level IT skills to address this type of attack were promptly available.”*

Mike Lyons, Finance Director,  
Policyholder





[sedgwick.com](https://www.sedgwick.com)