

CYBER LIABILITY

In this changing world, all businesses and individuals are facing a threat of a significant cyber-related event. In our inter-connected world, the impact of a data breach, system failure or intellectual property loss has wide reaching effects. This could arise from a damaging data breach of health or confidential information, security failures, unauthorized access, denial of service, malicious code, copyright or trademark infringement, libel/slander, data loss, or extortion. Damages as a result of these events may involve release of confidential information, business interruption, credit disruption, or other significant harm.

GB Specialty recognizes the significant exposure cyber liability and data breaches can represent to our clients, their customers and business partners.

GB Specialty's approach to claims handling and litigation management is to be proactive, fiscally responsible, intellectually honest and sensitive to each client's contractual relationships. The strength of any professional service organization begins and ends with its personnel.

OUR GOAL IS TO MINIMIZE YOUR EXPOSURE

GB Specialty separates itself from its competitors by creating a claims handling partnership with its clients, by striving to prevent surprises and by consistently providing sound recommendations and viable claims handling options.

GB Specialty recognizes that there are multiple elements to managing a book of cyber claims based on the coverages provided. Changes in the workplace have created additional risk in protecting data. Use of mobile devices, bring your own device programs, cloud usage, and work at home plans create a more challenging environment.

GB Specialty has developed an end-to-end solution for business and insurance companies. Our process starts with pre-event planning. We work with our clients to prepare for likely or potential events, determine claim scenarios, develop claim instructions, prepare notifications, determine appropriate authority levels, identify approved counsel and vendors, and provide training to the team. This process is a consulting project to understand the requirements and document the claim process.



CYBER LIABILITY CAPABILITIES

GB Specialty's role is to manage the claim process based on the coverage provided. Forensic data, public relations, crisis management, and credit monitoring services will be managed to bring the best level of services from intake to claim resolution.



Intake Services – Ease of Use For Claimant Reporting – GB has two interfaces to gather first notice of loss during a significant event. Claims are accepted by web-based form or call center. The intake process provides details of claimant identification, verification of claim details, verification of health effect or damages, and collection of damage documentation.



Notification and Credit Monitoring Services – Seeking Resolution for Data Breach Claims – Upon notification of a data breach our staff will contact every party potentially affected by this breach via email or standard mail and verify their information, alert them of the breach and offer free credit monitoring services



Dedicated Claim Staff – Capable, Licensed, and Deployable – GB's staff have the experience and knowledge needed to handle large liability claim events. A pool of 40 experienced resolution managers are available who are capable, licensed, and deployable within 48-hours notice. The team is supplemented with additional available staff as required.



Investigation – Determining Causation – GB Specialty will assist with the investigation into the extent of the breach and how it occurred and will provide a complete report outlining recommendations to avoid any future breaches.



Claim Process – Intake to Resolution – Upon first notice of claim, the goal is to resolve claims in a prompt and cost-effective manner. While authority over the key decisions of defense counsel, experts witnesses, and claim resolution will be controlled by our client, our job is to implement the agreed course. By conducting much of the investigation during claim intake, our resolution managers are able to evaluate the claim and reach out to the claimant for resolution.



Manage First – and Third – Party Claims – Based on Coverage and Exposures – GB Specialty also manages claims not resolved by an identity protection offer, including data corruption, data disposal, data transmission, firewall failures, electronic & mobile commerce, software, cloud services, advertising, unauthorized access, denial of service, malicious code, ransom, and copyright or trademark infringement.



Regular Communication – To Provide Information to Decision Makers – GB Specialty staff will provide timely reports to bring you up to date on your cyber liability claims.

CYBER LIABILITY CAPABILITIES



Regulatory Compliance – In Accordance with State and Federal Law – Laws regarding notification and regulatory compliance can vary greatly from state to state. GB Specialty’s staff of experienced claim professionals will assure that you are complying with all federal and state laws when responding to a data breach to minimize fines. This includes proper and timely notification of appropriate agencies as well as addressing any HIPAA violations which may exist.



Ease of Use – For Customized Account Management – Special accounts can be established to expedite claim handling and payment.



Litigation & Large Loss Claim Handling – To Manage Claims and Lawsuits – GB Specialty has a team of experienced claim staff of attorneys who manage large losses and litigation. They have the capabilities to investigate, evaluate, provide reserving recommendations, manage defense counsel, develop a resolution plan and achieve claim resolution in an equitable and cost-efficient manner.



Forensic Data Experts – To Provide Remediation – Approved data experts are utilized for data forensics to develop a cyber security and remediation plan.



Data – Available to Track Events – All incidents, inquiries and claims from a claim event will be captured in our systems and stored in our data warehouse. LUMINOS can be used to analyze a specific claim event. Reports can be provided that identify key data points to view geographic breakdown of claims.

Our goal is to minimize your exposure by containing cost, providing tools that allow key decision makers to respond effectively to a breach, assist you in regaining the trust of the community and preserve your image, reputation and the profitability of your clients.

GB Specialty looks forward to working with you in developing these capabilities to your requirements.

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