



# Claim Case Study: Professional Services

How Cowbell helped the policyholder  
recover quickly with minimal loss

## What happened?

- The policyholder's firewall vendor issued an alert regarding a suspicious IP address accessing the policyholder's network.
- Soon the policyholder's network was encrypted and a ransom note from an aggressive threat actor group was identified demanding \$1.5m.

The policyholder immediately contacted Cowbell.

## How did Cowbell help?

**Due to the swift assignment and approval of vendors by Cowbell claims professionals, the policyholder and vendors were able to quickly:**

1. Review the status of their data backups;
2. Recover data and operations;
3. Suggest and review necessary workstreams;
4. Initiate remediation efforts after hours and mobilize a team to provide on-site assistance to the policyholder.

## Who was the victim?

**Incident Type: Ransomware**

**Revenue: \$70,000,000**

**Employee Count: 150-200**

This case study provides an overview of the claims process at Cowbell.

No matter the size of your business, a standalone cyber insurance policy is essential when it comes to establishing cyber resilience.

**Ask your agent about Cowbell today.**

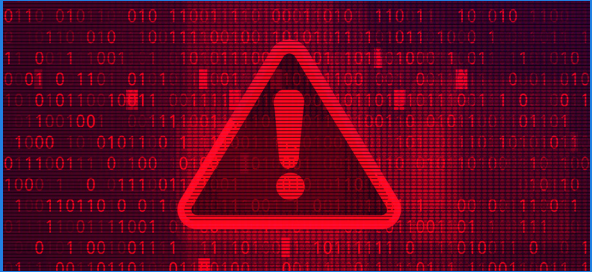


The policyholder's main concern was the potential release of client proprietary information which could be detrimental to its business relationships.

Cowbell worked with experienced ransom negotiators to successfully reduce the initial ransom amount by almost 70%.

Cowbell's recommended vendors actively helped to get the company back up and running.

**Need cybersecurity support?** Contact our team at [cybersecurity@cowbellcyber.ai](mailto:cybersecurity@cowbellcyber.ai) for tailored support to make your organization as secure as possible.



**Are you experiencing a cyber incident?**  
Report now! Call (833) 633-8666 or email  
[claims@cowbellcyber.ai](mailto:claims@cowbellcyber.ai).

Cyber incidents happen. What's important is that you take measures to protect yourself and prepare your organization to respond to potential cyber events. Cowbell's cyber policies include a wealth of resources to help you stay ahead of today's and tomorrow's threats. Our Cybersecurity Services team is available to advise you on cybersecurity measures to implement and how to take advantage of all resources provided.