

CLAIM CASE STUDY

Professional Services

How Cowbell helped the policyholder recover quickly and confidently

Who was affected:

Incident Type: Ransomware

Revenue: \$70,000,000

Employee Count: 150-200

What happened?

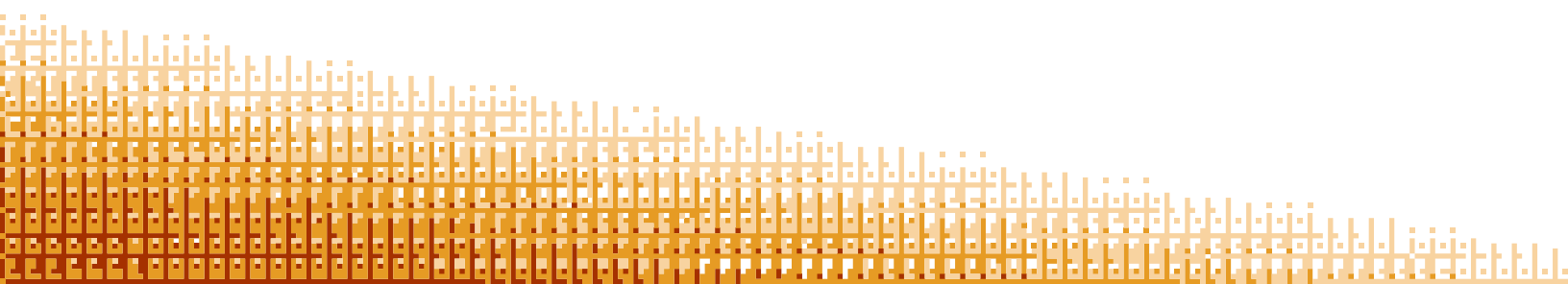
The policyholder's firewall vendor issued an alert that an unfamiliar IP address had accessed the company's network. Soon after, systems were encrypted, and a ransom note from a known threat actor appeared, demanding \$1.5 million in exchange for decryption keys and the safe return of client data.

The policyholder acted immediately, contacting Cowbell's claims team to report the incident and begin the response process.

How Cowbell helped

Within one hour of being notified, Cowbell's claims team worked closely with the policyholder to:

- Assign breach counsel and digital forensics experts to assess the scope of the attack.
- Review the company's data backup systems to determine recovery options.
- Approve vendor workstreams and initiate around-the-clock remediation.
- Conduct an initial coverage review to confirm policy response.



Outcome

Cowbell worked with specialized ransom negotiators who successfully reduced the ransom demand by **nearly 70%**. The company restored its data and systems from backups, minimizing business interruption and avoiding significant reputational harm.

Key takeaway

A ransomware attack can halt business operations instantly, but preparation and a fast, coordinated response make all the difference. Cowbell's claims and incident response experts helped this professional services firm recover quickly and resume operations with confidence.

Need cybersecurity support? Contact our team at cybersecurity@cowbellcyber.ai for tailored guidance from our experts.

Are you experiencing a cyber incident?

Report now! Call **(833) 633-8666** or email our claims team at claims@cowbellcyber.ai.

Cowbell: The Sound Approach to Risk

Cowbell delivers insurance that cuts through complexity and adapts as risks evolve. With streamlined quoting, expert guidance, and protection designed for the realities of today's threats, we make coverage easier to understand and more reliable when it matters most. Behind it all is the Hum—our constant, quiet vigilance—building stronger businesses, trusted partnerships, and the quiet confidence to keep moving forward.



This case study is provided for general informational purposes only and is illustrative in nature. The examples and descriptions included may not represent all possible scenarios or outcomes. Each incident and claim is unique, and actual results may vary. This document does not amend, extend, or form part of any insurance policy. Coverage, terms, limits, and availability may vary and are subject to underwriting approval. Actual coverage is determined solely by the specific terms, conditions, limitations, and exclusions of the issued policy. ©2025 Cowbell Cyber, Inc. All Rights Reserved. Cowbell Insurance Agency LLC, State Licenses: <https://cowbell.insure/state-licenses/>