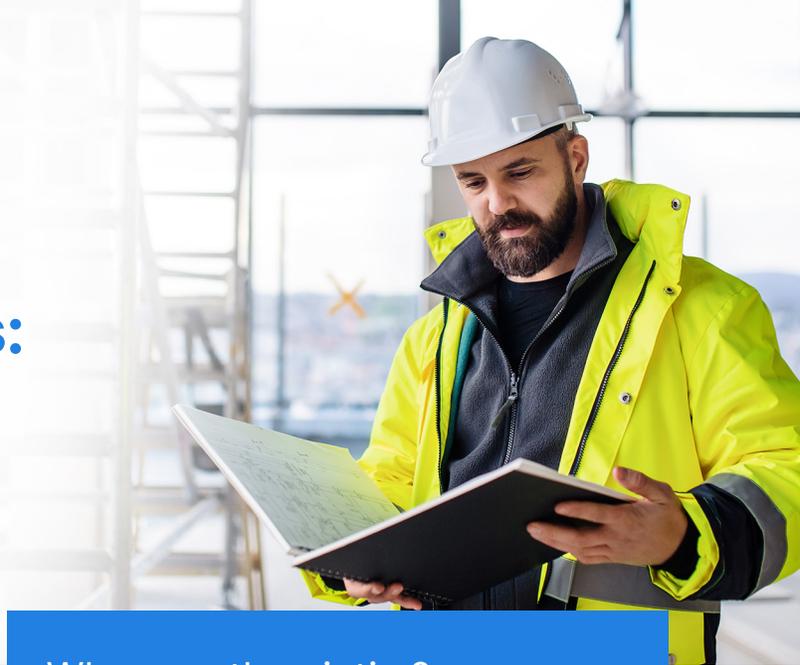




Small Business Claims: Construction

How Cowbell helped the policyholder recover quickly with minimal loss



What happened?

- The policyholder received an email, purporting to be from its parts supplier, stating that the parts supplier was no longer accepting payment by check and that the policyholder needed to pay via wire transfer.
- In order to verify the payment change details, the policyholder ran through its written verification procedure to confirm the change of payment detail: the same parts supplier contact details were in place and the branding, spelling, and logos of its parts suppliers looked to be the same.
- With the verification procedure checked off, the policyholder updated the payment instructions for their parts supplier and processed payment to the party supplier for an outstanding invoice totaling \$35,000 later that day.
- A few weeks later, the legitimate parts supplier contacted the policyholder to inquire about the payment status of their invoice. After becoming aware of the fraud, the policyholder immediately contacted Cowbell.

Who was the victim?

Incident Type: Social engineering

Revenue: \$850,000

Employee Count: 20

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

Many small businesses are still under the impression that they are safe from cyberattacks. Unfortunately, this is far from the truth. Bad actors send out attacks en masse, aware that a lot of smaller businesses don't have the cybersecurity practices in place to protect themselves and are likely to pay the ransom or fall victim to social engineering and other fraud.

How did Cowbell help?

Cowbell's Claims Team:

- Provided initial advice on recommended next steps, including advising the policyholder to contact the issuing and receiving banks to attempt to recover the fraudulently transferred funds.
- Arranged an introductory call with breach counsel and forensics teams to ensure no compromise of the policyholder's environment.
- Conducted a preliminary coverage review to confirm coverage.

Thanks to Cowbell's quick response, the recommended forensics team was able to swiftly confirm that the policyholder's environment was secure. Upon confirmation that the fraudulent transaction was covered under the policy, and unrecoverable by the bank, Cowbell provided the policyholder with the funds as outlined in the policy.

Since the incident, the policyholder reviewed and tightened up its written verification procedure to ensure it is never the victim of a social engineering incident again.

Need cybersecurity support? Contact our team at 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.

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.

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 examples and descriptions provided above are for general, informational purposes only. Notably, these descriptions do not set forth all possible scenarios and/or situations applicable to the described events. Policyholders should be aware that each situation is unique and their experience may not resemble those set forth in the above examples and descriptions. Nor should policyholders in any way rely on the above examples or descriptions as any type of guarantee or indication of how their particular situation will ultimately be resolved. Policyholders should always refer to their own Policy for specific terms and definitions applicable to their Policy. ©2025 Cowbell Cyber, Inc. All Rights Reserved. Cowbell Insurance Agency LLC, State Licenses: <https://cowbell.insure/state-licenses/>