



Small Business Claims: Healthcare

How Cowbell helped the policyholder recover quickly with minimal loss



What happened?

- A nurse working for the policyholder arrived at the office early in the morning to discover ransom notes had been printed from its printer by a group claiming to have locked up the policyholder's computer system. The nurse logged in to its practice management system and discovered that the note was correct –its systems had been encrypted and a group was demanding \$500,000 for the policyholder to get its data back.
- The policyholder immediately contacted Cowbell, and within minutes, the Claims team was on the phone with the policyholder to acknowledge receipt and assist the policyholder with implementing an incident response.

Who was the victim?

Incident Type: Ransomware

Revenue: \$470,000

Employee Count: 19

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.

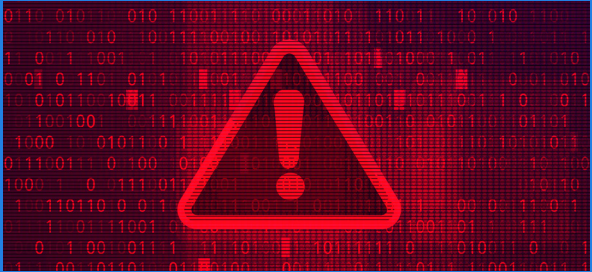
How did Cowbell help?

Cowbell's Claims Team:

- Assigned vendors to assist with the incident response.
- Quickly reviewed and approved vendor workstreams to respond to the incident.
- Conducted a preliminary coverage review to confirm coverage.

Thanks to Cowbell's assistance and the policyholder's proactive approach to data backups, the policyholder was able to restore from its backups and get back up and running with as little business interruption as possible. A forensic investigation was promptly launched, which revealed no access to the policyholder's patient data. Cowbell's Cybersecurity Services team then went over the policyholder's current cybersecurity configuration to prevent future incidents from happening.

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.