



Small Business Claims: Professional Services

How Cowbell helped the policyholder
recover quickly with minimal loss

What happened?

- The policyholder received alerts that an employee had logged in remotely to the policyholder's network from multiple locations throughout the world in a short timeframe despite the employee not having traveled overseas for some time.
- The policyholder contacted its IT vendor, who was able to confirm unauthorized access to this employee's email account, which contained client-sensitive tax information, including social security numbers and internal transaction numbers.
- Upon discovery of this unauthorized access, the policyholder immediately contacted Cowbell.

Who was the victim?

Incident Type: Unauthorized data access

Revenue: \$350,000

Employee Count: 7

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.

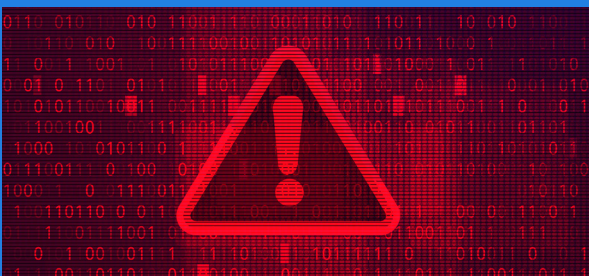
How did Cowbell help?

Cowbell's Claims Team:

- Provided initial advice on recommended next steps.
- Lined up breach counsel and forensics teams for a scoping call.
- Approved vendor workstreams to respond to the incident.
- Conducted a preliminary coverage review to confirm coverage.

Thanks to Cowbell's assistance, the policyholder was able to conduct a forensic investigation of its environment, remediate its environment to ensure any vulnerabilities were addressed and implement a plan to notify and provide credit monitoring to the policyholder's clients who were impacted by the incident.

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.