SUSTAIN
Insurance Brokers

Cyber Liability Insurance

Common Claims Scenarios

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Ransomware Attack:
A small UK business falls victim to a ransomware attack, with hackers demanding a large payment to unlock their IT systems. The company's cyber liability insurance covers the cost of negotiating and paying the ransom, as well as the technical work to restore systems.

Data Breach:
A retailer's customer database is hacked, exposing sensitive information such as names, addresses, and payment details. The business uses its cyber liability policy to notify customers, cover the legal fees, and fund a PR campaign to manage the fallout.

Phishing Scam:
A staff member at a law firm falls for a phishing email and inadvertently transfers funds to a fraudulent account. The cyber insurance policy covers the lost funds and helps the company improve its security systems to prevent future incidents.

Denial-of-Service Attack:
An online business suffers a denial-of-service (DoS) attack, causing its website to crash and lose revenue. The business uses its cyber insurance policy to recover lost income and hire technical experts to prevent future attacks.

Defamation Claim:
A marketing agency is sued for defamation after one of its social media posts is alleged to have damaged a competitor's reputation. The agency's cyber liability insurance covers the legal defence costs and any settlement reached.