

Claim Case Study: Financial Fraud – Social Engineering



The At-Bay Claims team’s attentiveness and fast response resulted in a timely and straightforward payout to the insured

Following an email compromise by a third-party vendor, a financial lending company wired funds to a fraudulent account. At-Bay, as their insurance provider, promptly delivered indemnity to cover the loss.

“This is the best claims handling I’ve ever seen on a financial fraud claim.” – Broker

The Target

Industry	Financial Institution
Revenue	\$5M - \$10M
Size	2 - 10 employees
Location	Texas
Attack Type	Social Engineering – Email Compromise

The Attack

After exchanging emails with a legitimate email address belonging to a trusted vendor, a financial lending company received new ACH instructions for a purchase order and executed payment of nearly \$100K. Two days later, the insured and vendor discovered that the funds had been directed to a fraudulent account due to the vendor’s email account being compromised.

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Example of an At-Bay Claim Response Timeline*

Team Contact & Assembly

- The claim was reported to At-Bay after the insured confirmed that they were unable to recoup payment from the compromised email vendor.
- Within 24 hours, the At-Bay adjuster got on the phone with the insured to get a full picture of the incident and request the proper documentation from the insured.
- Because the insured suffered from a first-party Social Engineering event, coverage was triggered under the Financial Fraud Insuring Agreement.

Guidance & Resolution

- Over the following two weeks, the insured gathered documentation and shared it with At-Bay.
- After the insured provided the required documentation, At-Bay moved forward with the compliance process to issue payment to the insured.

The Result



Swift Payment Resolution

Less than 30 days after the claim was reported, At-Bay paid the insured in full for the loss (minus retention).



Broker Testimonial

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