



Claim Case Study: Ransomware

How Cowbell helped the policyholder recover quickly with minimal loss

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

Who was the victim?

Industry	Revenue:	Employee count:	Location:	Type of incident:
Professional Services	\$70,000,000	150-200	Pennsylvania	Ransomware

What happened?

- The firewall sent an alert to IT about a suspicious IP address accessing a company’s system
- Soon after, employees were unable to access the system
- It was followed by a ransom demand of \$1.5 million made by a group known to be aggressive.

The policyholder immediately contacted Cowbell.

How did Cowbell help?

Within an hour, Cowbell assembled a team of trusted incident response vendors to assist the policyholder.

Cowbell's claims team worked with the policyholder to:

1. Review the status of their data backups;
2. Recover data and operations;
3. Suggest and review necessary workstreams;
4. Assign vendors to assist after hours and provide boots on the ground support.





The policyholder’s main concern was the potential release of client proprietary information which could be detrimental to its business relationships.

Cowbell worked with experienced ransom negotiators to successfully reduce the initial ransom amount **by almost 70%**.

The policyholder received the decryptor, and Cowbell actively helped to get the company back up and running with as little business interruption as possible. Cowbell’s Risk Engineering team then went over the policyholder’s current cybersecurity configuration to prevent future incidents from happening.

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 risk engineering team is available to advise you on cybersecurity measures to implement and how to take advantage of all resources provided.



The Leader in Cyber Insurance for SMEs

Cowbell delivers standalone and individualized cyber insurance to small and medium-sized enterprises. Cowbell’s cyber policies include continuous risk assessment, access to risk engineers for advice, cybersecurity awareness training for employees, and more.