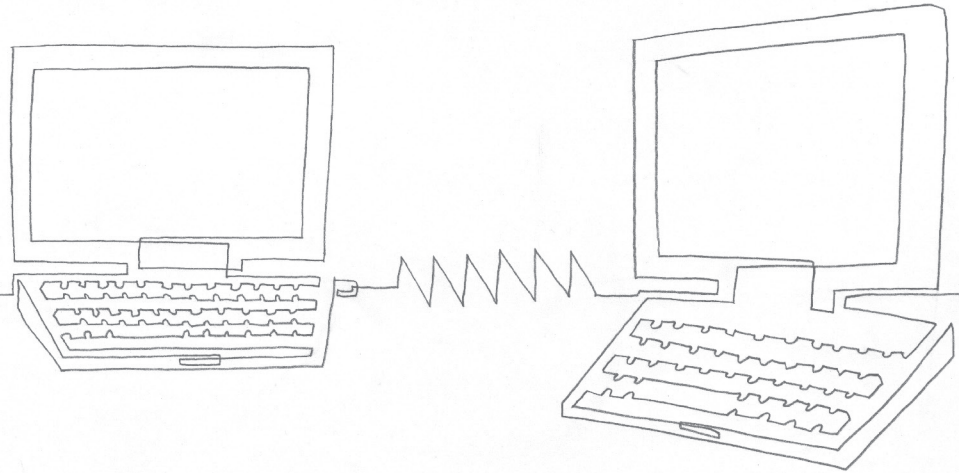


Beazley Technology,
Media & Business
Services Claims
Large Risk
Information
Security & Privacy



Beazley Technology, Media & Business Services Claims

Large Risk Information Security & Privacy

Cutting-edge expertise tailored to meet the ever-changing needs of insureds on a claim-by-claim basis.

Fast-changing industries confront fast-changing risks. The proliferation of data, the evolution of technology and greater demands on service providers have led to a rapidly developing legal landscape. Our technology, media and business services (TMB) claims team understands the emerging liabilities and complexities of this world, and we partner with our insureds to secure the best outcome on claims.

TMB claims managers, primarily skilled litigators, understand the complex claims that arise in evolving industries and can help you resolve your claim efficiently and effectively.

BPO data breach

A large business processing outsourcer (BPO) notified Beazley of the theft of several desktop computers containing the unencrypted health information of patients from several medical institutions that were clients of the BPO. The BPO was contractually obligated to defend and indemnify its clients. Beazley helped the BPO reach out directly to the clients to coordinate notifications. Beazley also managed the defense of class action litigation against the BPO and clients. Beazley paid several million dollars in breach response costs and class action legal fees incurred by the clients.

Software company malware attack

An international software company suffered a malware attack affecting dozens of desktops and laptops and causing significant external forensic costs to investigate, recover data and restore impacted systems. Beazley reimbursed the company for privacy notification costs and data protection loss.

Health entity faces network intrusion

A healthcare entity discovered several million of its patients' records had been compromised in a network intrusion across its business. After notifying the affected individuals, the insured faced multiple class action lawsuits and regulatory inquiries concerning the breach. Beazley covered the response and worked very closely with the insured to provide breach experts, minimize breach costs, and maximize insurance dollars.

Malware attack on retailer point-of-sale system

A global retail chain discovered malware on its in-store point-of-sale systems, resulting in the compromise of customer credit card information. The retailer notified and offered credit monitoring to several million customers. The insured then faced multiple class actions, a Securities and Exchange Commission investigation, a Federal Trade Commission investigation, state attorney general inquiries, and card brand inquiries. Beazley coordinated breach services, facilitated litigation defense and consultation, and has reimbursed several million dollars in total breach and litigation costs to date.

Public entity server compromised

One of the main servers of a public entity's healthcare arm was compromised, potentially exposing information from 25 different government systems and programs. The entity quickly took the server offline, engaged forensic analysts, and retained privacy counsel. The forensic team could not rule out data exfiltration, potentially including social security numbers, private health information, driver's license numbers, bank account numbers and demographic information. The entity notified more than 1 million individuals. Beazley paid the full policy sublimit in privacy notification costs.

Financial services data breach

A global payments processor discovered the theft of several million merchant and third-party records, including credit card data, social security numbers and other personally identifiable information. In addition to breach investigation and response costs, the processor faced multiple regulatory investigations; individual and class action suits; and claims by merchants, card issuers and the major credit card brands. After paying the full policy sublimit for privacy notification costs, Beazley worked closely with the insured to use the remaining limit of liability to the greatest effect in defense and indemnity on the resulting claims.

"Privacy incidents demand a rapid and strategic response – engaging experts, mobilizing resources, and quickly responding to customers or regulators. TMB claims managers have handled thousands of these incidents, so we understand what companies are facing and how we can partner with them to minimize disruption to their businesses."

Kimberly Horn, Global claims focus group leader for Beazley Breach Response (BBR) and Information Security & Privacy

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