

# Ransomware

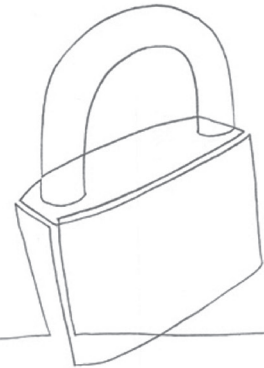
We know cyber breaches. Since 2009 Beazley has managed thousands of cyber breaches across a variety of industries and causes, including ransomware. Of the ransomware incidents reported to Beazley in 2018, the top industries include healthcare, professional services and financial institutions.

With thousands of ransomware attacks occurring on a daily basis, ransomware is a threat facing all organizations across all industries. Beazley's dedicated in-house team, Beazley Breach Response (BBR) Services, provides timely ransomware assistance to Beazley policyholders based on our repeated and extensive experience handling ransomware incidents.

## Cyber extortion and ransomware response services

If your organization is experiencing a ransomware attack and elects to use BBR Services, it will assist by:

- Promptly consulting with your team to determine an appropriate response;
- Recommending and facilitating a fast connection with computer forensic services to determine if personally identifiable information or protected health information was compromised; and/or
- Facilitating introductions to service providers who can help you with data decryption, data restoration, or securing Bitcoin if your organization decides to pay the ransom.



## Case studies

BBR Services quickly coordinates services that help get your organization back to business.

- A physician practice discovered that its entire computer system, including its electronic medical record platform, had suddenly gone unresponsive. Multiple attempts to log on to the system failed. The practice then received an email from an unidentified individual, explaining that the sender had hacked its network, encrypted all information on the system, and would only decrypt the information for ransom payment. The doctors were ready to make the payment, but contacted BBR Services first. BBR Services immediately formulated a response strategy; engaging expert breach response counsel and coordinating with the FBI. The FBI and counsel explained that the attacker had a pattern of simply taking the ransom money, reneging on the agreement, and delivering additional malware onto the system. BBR Services coordinated the services the doctors needed in order to move forward and notify thousands of patients, federal regulators and the media about the incident.

- A school district was hit with ransomware and two of its servers were completely encrypted. Critical documents were rendered inaccessible. BBR Services coordinated an engagement with forensics and legal counsel. Forensics was able to quickly identify the type of ransomware and determine its known capabilities. It was also able to find the decryption key for this particular strain of malware and use it to successfully restore all of the district's files.
- An engineering firm called BBR Services after a ransomware attack encrypted all of its files and stopped business completely. It initially tried to handle the matter itself, but every time it restored the virus kept encrypting files again. It called BBR Services and was desperate for any type of security help to try to isolate and eradicate the encryption virus. BBR Services coordinated a forensic team who quickly deployed a network device that eventually helped isolate and stop the virus from spreading.

## A commitment to prevention

BBR Services has developed a ransomware tip sheet, Ransomware: Best Practices for Prevention and Response, for Beazley policyholders, that explains the ransomware threat and the immediate steps companies facing this threat should take. This tip sheet can help your organization minimize the impact of a ransomware attack and speed up the recovery time following an attack.

You can download the tip sheet from our policyholder risk management website, [beazleybreachsolutions.com](http://beazleybreachsolutions.com), or you can email [bbrservices@beazley.com](mailto:bbrservices@beazley.com) to request a copy.



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