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## **Disclaimer**

The material presented in this presentation is not intended to provide legal or other expert advice as to any of the subjects mentioned, but rather is presented for general information only. You should consult knowledgeable legal counsel or other knowledgeable experts as to any legal or technical questions you may have. Further, the insurance discussed is a product summary only. For actual terms and conditions of any insurance product, please refer to the policy. Coverage may not be available in all states.

# Cyber Claims “What are we seeing?”

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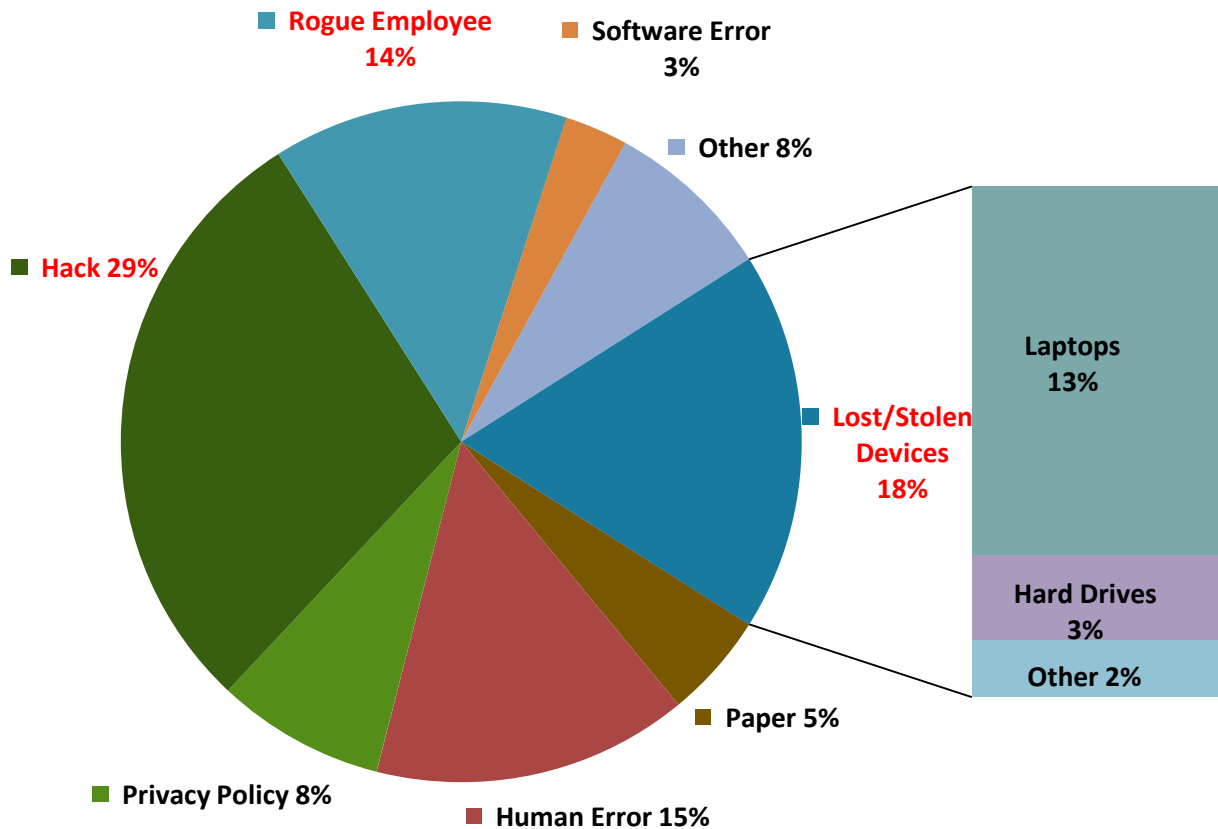
Cyber/Privacy Risk Mitigation  
Services  
January 2016

“We’ve noticed patterns of (claims) trends that would better suit our clients if we were transparent and if we showed them where incidents went awry...”

— Michael Tanenbaum, Chubb Professional Risk  
Wall Street Journal, April 2015

# Cyber Claims and Industry Trends (10 years of data)

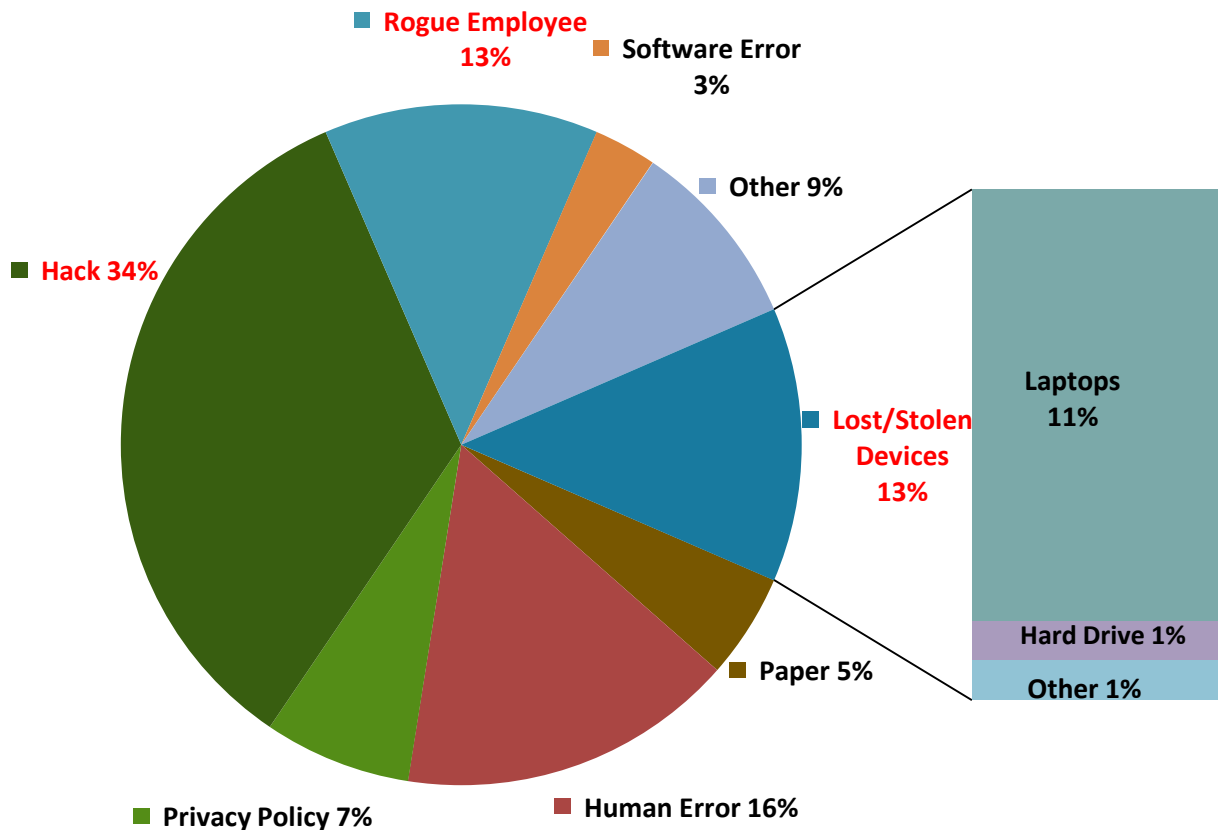
## Triggers and Industry Trends (as of 10/2015)



### Industry Breakout:

- Healthcare – 30%
- Technology – 11%
- Professional Services – 14%
- Retail – 9%
- Financial Institutions – 7%

# Cyber Claims and Industry Trends (last 3 years) Triggers and Industry Trends (as of 10/2015)



**Industry Breakout 2013-2015:**

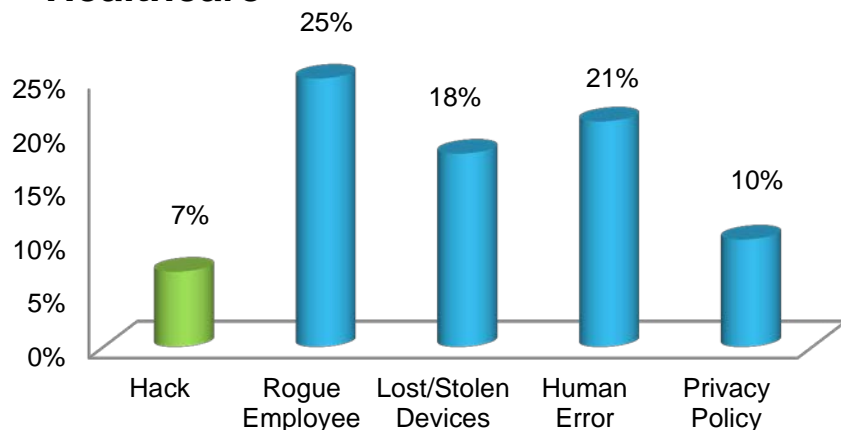
- Healthcare – 31%
- Technology – 9%
- Professional Services – 15%
- Retail – 9%
- Financial Institutions – 6%

**Targeted Attacks for PI:**

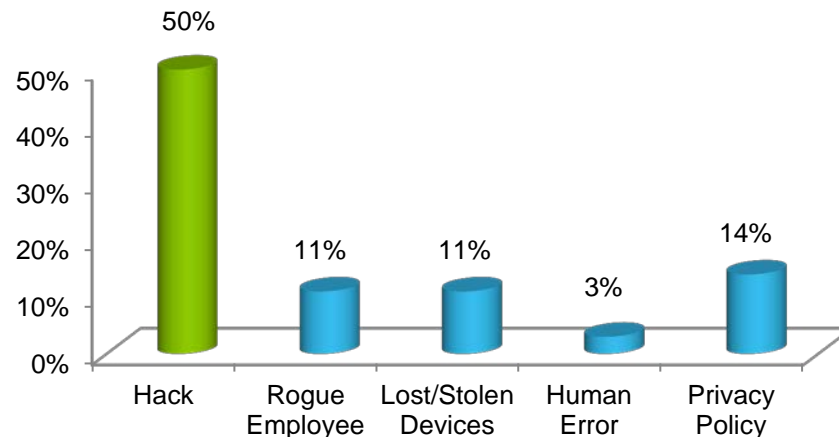
- Lost/Stolen Devices
  - 2013 – 17%
  - 2014 – 12%
  - 2015 – 11%
- Hack
  - 2013 – 29%
  - 2014 – 27%
  - 2015 – 43%
- Rogue Employee
  - 2013 – 14%
  - 2014 – 16%
  - 2015 – 11%

# Cyber Claims and Industry Trends (10 years) Triggers by Industry Segment (as of 10/2015)

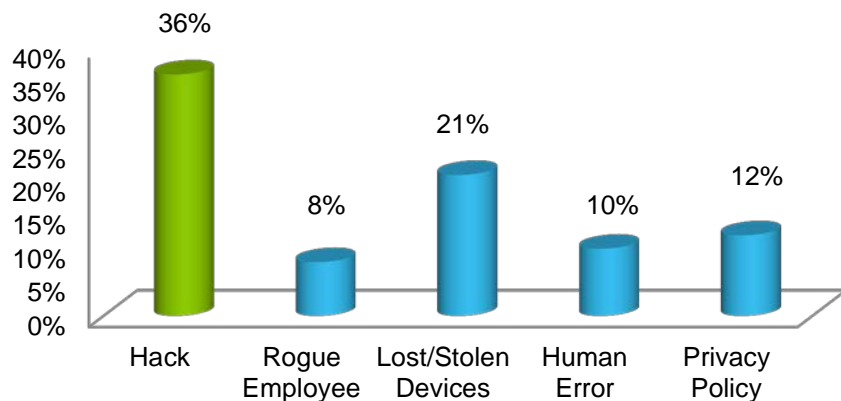
## Healthcare



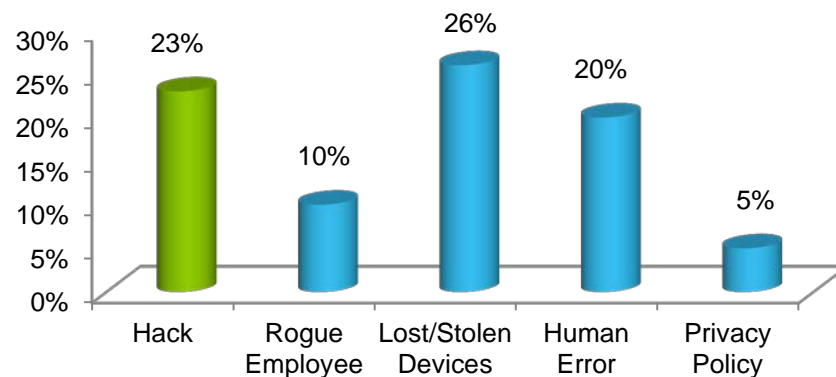
## Retail



## Technology

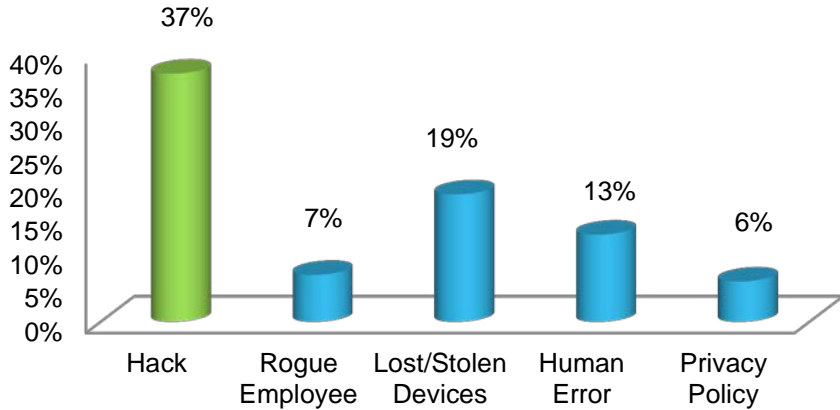


## Professional Services

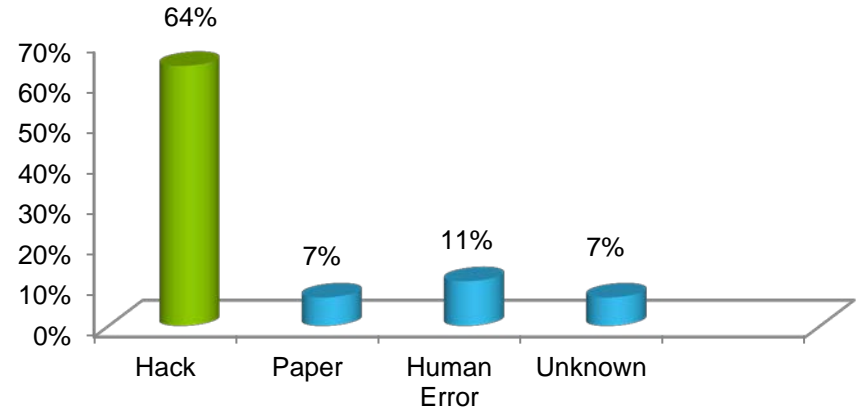


# Cyber Claims and Industry Trends (10 years) Triggers by Industry Segment (as of 10/2015)

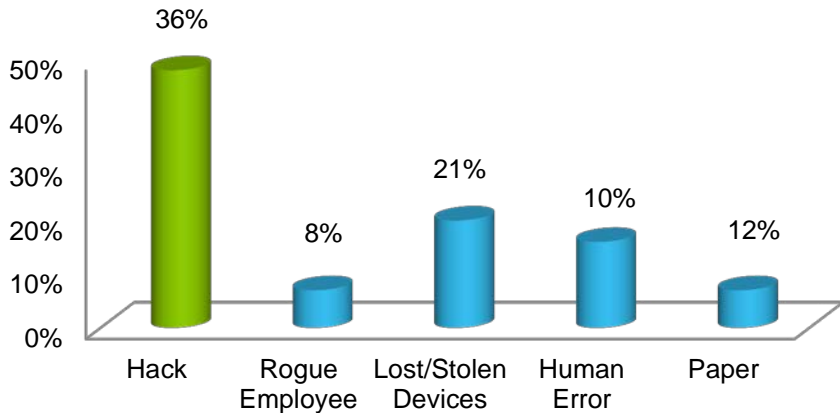
## Financial Institutions



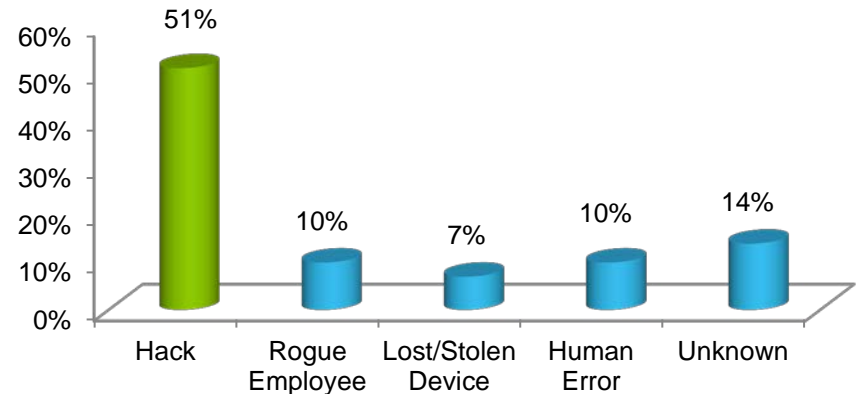
## Public Entity



## Education

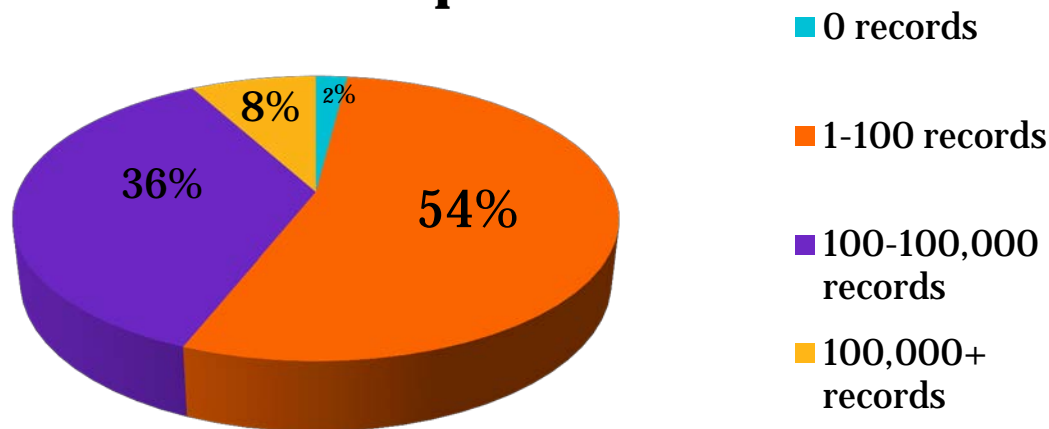


## Travel & Hospitality



# Cyber Claims Overview (10 years) Number of Records Compromised

## Percentage of Claims based on Known\* Number of Records Compromised

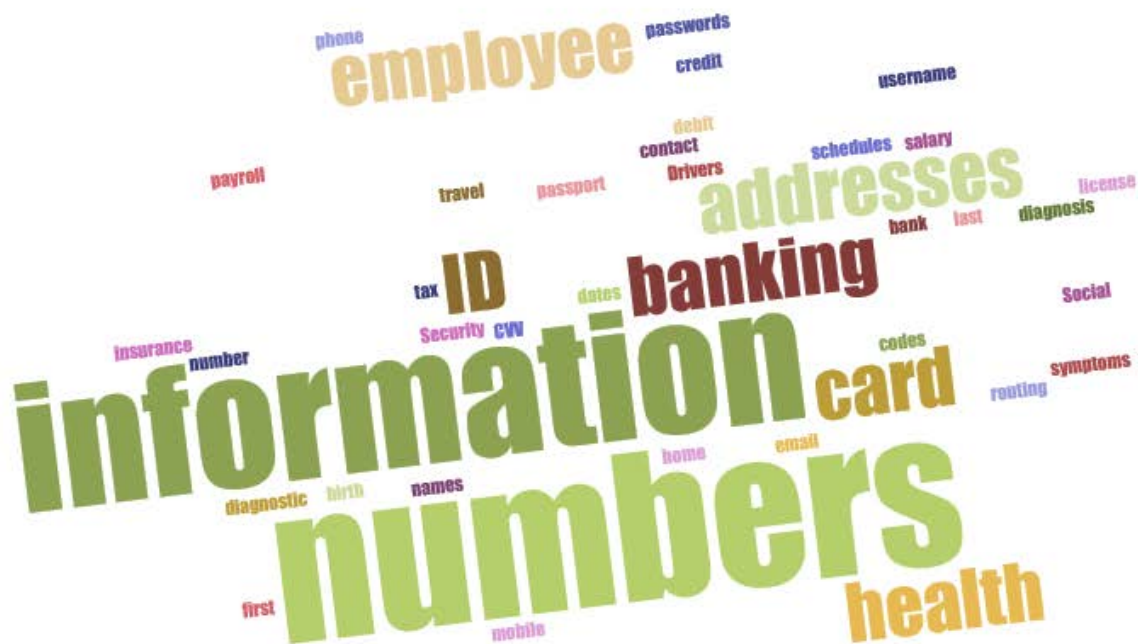


\*unknown: oftentimes it is never determined the exact number of how many records have been compromised in both large and small incidents.



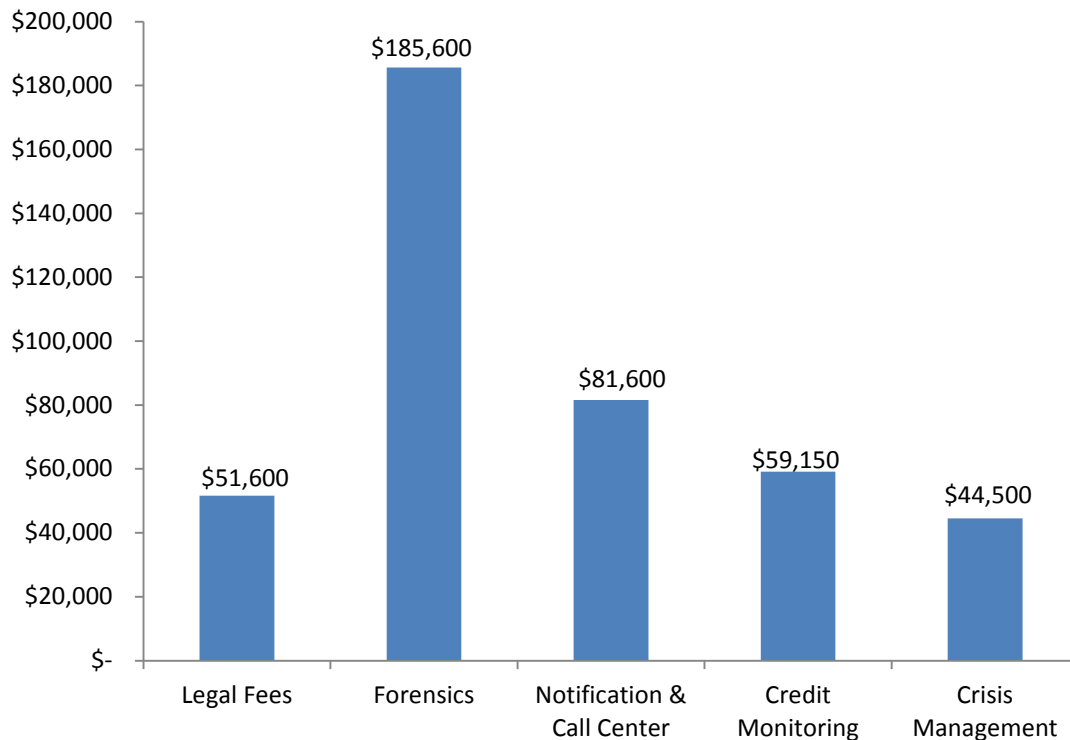
# Cyber Claims Overview (10 years)

## Types of Data Involved



# Cyber Claims Overview (10 years)

## Average Cost of First Party Expenses (as of 10/2015)



### Every Breach Response is Unique

### Cost Range of Each Service

- Legal Fees:  
Under \$5,000 up to about \$50,000
- Forensics:  
About \$10,000 to Seven Figures
- Notification & Call Center: up to \$80,000
- Credit Monitoring:  
Payment per Enrollee or Restoration Service
- Minimal Crisis Management Costs

### Frequency of Each Service?

**Chubb. Insured.**

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