

CASE STUDY

RETAIL



— INCIDENT - DATA

The client, a retail operator with a global reach, discovered that several of its websites in various countries had been compromised. The threat actors had gained access to their back-end system, opening the door to their customers' personal information.

— AXIS RESPONSE

The incident was identified and reported to AXIS and a panel of cyber experts was quickly assembled including:

- Privacy counsel, to offer guidance on the firm's regulatory obligations surrounding data incidents
- Forensic investigators, to identify how the incident had occurred and the extent of the incident
- A PR firm, to help the client prepare for any adverse publicity

With the panel in place, AXIS convened an initial planning call to determine next steps and ensure an effective response was formulated.

— OUTCOME

Due to the amount of data involved, AXIS provided the client with access to notification and data subject services to help them communicate with affected customers. Services like credit monitoring were offered to customers for free. The speed of the response meant the problem was quickly contained and the client acknowledged that, without AXIS, they would not have been able to handle the incident themselves.

KEY CYBER COVERAGES TO CONSIDER

- Forensic and legal expenses
- Public relations expenses
- Notification and credit monitoring expenses

PREPARE

- Prepare an Incident Response Plan and practice it regularly, with the Cyber Insurance policy as part of this
- Ensure robust Identity and Access Management controls are in place around critical assets like customer databases
- Have the appropriate security controls in place for critical services provided by a third party

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