

United Kingdom

Cyber and technology claims services

What we do

Cyber and technology incidents can cause considerable difficulties and substantial costs for businesses and insurers, as well as providing a stark reminder of the fragility of business dependent systems.

To handle cyber claims effectively you need a comprehensive understanding of the technical issues and a calm and organised approach. Remediation options need to be swiftly investigated and evaluated, while costs must be kept under control. If not handled properly, cyber and technology claims can result in a substantial loss and lead to disruption and damage to a business' brand and reputation.

Consistent approach

An important aim of our approach to cyber and technology risks is to demystify the subject. We support businesses through to recovery and conclusion during a period when they need the most support.

We have a global reach

Sedgwick is the world's largest risk services, loss adjusting and claims management company. We offer expert and impartial advice to insurers, brokers and customers across the whole insurance industry.

We provide focused solutions that contribute to our clients' success and inspire continued brand loyalty in their customers. With over 21,000 employees worldwide, our services are enhanced by our collective global experience and expertise.

Contact us

Whether you are looking for high volume claims management, complex loss adjusting, third party administration, risk consultancy or repair and restoration, you can rely on us to get the job done.

We get the right people, in the right place, at the right time. To find out more about how we can help you and your customers, please contact a member of our team or visit our website at www.sedgwick.com/uk.

**Global solutions.
Local expertise.**

Our services:

- Forensic accounting
- Loss adjusting
- Major and complex loss adjusting
- Repair, restoration and mitigation services
- Third party administration

Strength in numbers

Our global network means that we are there, when and where you need us to be.



33,000
colleagues



80
countries



500+
offices



65+
languages
spoken

Our cyber solution

To make sure our clients receive a prompt service of the highest standard, we have brought together a network of services to manage all elements of cyber claims.

Loss adjusting

Our UK cyber and technology team is made up of 12 adjusters, dedicated to managing these complex cyber and technology losses. Having witnessed an increasing number of cyber related incidents, we've spent the last five years adding to, training and developing members of the team, so we can manage your cyber claims effectively.

When managing cyber claims, we know the speed of our response is crucial. Our adjusters will quickly identify cause, deploy mitigation strategies and bring in specialist experts when needed to help manage the claim. We have cyber teams on each continent, so we make sure you get the right resource working on the issue as quickly as possible. Our team is also experienced in recovery procedures, so if a recovery action is possible, we'll get you the best results.

We have also made a significant investment in our global cyber capabilities. We have set up a dedicated cyber and technology practice group to ensure our processes are aligned and up-to-date with the global cyber market.

Our practice group is led globally by world renowned technology specialist, Dr. Mark Hawksworth.

Forensic accounting

Within our forensic accounting services (FAS) division we have a team of experienced forensic accountants. They're specialists in quantifying economic loss under insurance policies. Our FAS team has vast experience in quantifying cyber, loss of income, crime and other financial losses.

Like adjusters in our cyber and technology team, our FAS experts have gained extensive experience in managing cyber losses over the last five years, having managed claims either in conjunction with cyber and technology adjusters or as a standalone service. Within our UK FAS team we have three cyber accountants who are part of our global team of specialists.

24-hour customer service and third party administration (TPA)

Our staff are well versed in determining whether a cyber incident has taken place, and have access to the right expert resources within our business to call on when needed. We also have extensive experience in claims and stakeholder management, ensuring excellent claims service to your customers.

We will continually develop the service throughout our partnership, to meet you and your customers' current goals and your future goals too.

Engaging the right experts

When managing cyber claims, we understand the importance of working with specialist experts to determine cause, develop mitigation strategies and recommend rectification.

Our teams have worked with a number of industry recognised experts in the following fields:

- Data and credit monitoring
- Investigative Response (IR) and digital forensics
- Legal
- Public Relations (PR) and crisis management

We know many insurers often have pre-agreed supplier arrangements in place, so we can either work with your existing suppliers, or recommend experts with whom we have pre-agreed terms in place.

Data and credit monitoring

When personal data has been compromised as a result of a data breach, our data and credit monitoring partner will monitor affected personal information across the open and social web, as well as black market forums that trade in this stolen data.

To help mitigate the risk of identity theft, we notify individuals immediately if we find stolen data which matches theirs.

Investigative Response (IR) and digital forensics

Due to their complex nature, cyber claims often need IR and digital forensics expertise to ascertain the extent of loss, mitigation, rectification requirements and forensic analysis.

Our teams work with several firms to assist in the investigation of cyber incidents, with experts available to help with:

- Digital forensics
- Data decryption
- Electronic data recovery
- Electronic discovery
- Executive breach simulation
- Fraud trend analytics
- Incident response
- Incident response training
- Litigation support
- Malicious code analysis
- Security health checks

We already have agreed terms in place with these partner's firms. We can also work with any of your preferred suppliers.

Legal

Cyber claims often have legal complexities, so it is sometimes necessary to seek legal advice. Our legal partners help with:

- Conducting litigated claims and recoveries
- Regulatory notifications
- Legal privilege
- Legal enforcement options – contract and intellectual property breach, defamation, privacy, trademark and copyright infringement etc.
- Third party issue
- Issue of cease and desist notices

Our legal partners are fully aware of mandatory legislation within the UK and Europe to make sure they are ready to provide support and advice, when required.

Our adjusting team works closely with our legal partners in all areas of insurance and have built strong relationships within the industry.

Public Relations (PR) and crisis management

Communicating a data breach to customers and the public can be a complex matter, so a good PR and crisis management firm is essential for preparing and managing communications around a data breach resulting from a cyber attack.

We have partnered with specialist firms to help mitigate reputational fallout and make sure the right message is delivered to customers and the public. We work with our PR and crisis management partners and insurers' own providers to develop clear decision-making processes to communicate quickly and thoughtfully following a data incident or breach.



Contact us

Mark Hawksworth

BSc (Hons) PhD (MSc) ACII FCILA FIFAA FUEDI-ELAE CEng MBCS MIET MCGI
BDMA Tech (Ins)
Global cyber & technology practice group leader – Manchester



T +44 161 910 5012
M +44 7825 387972
E mark.hawksworth@uk.sedgwick.com

24-hr HelpLine

0345 604 8542

Neil Robbie

BSc (Hons) Electrical Eng. MBA MIET
Divisional director, cyber & technology –
Birmingham

T +44 207 816 1800
M +44 7866 434885
E neil.robby@uk.sedgwick.com

Cahal McKenna

Dip CILA
Cyber & technology adjuster – Belfast

T +44 28 9038 4828
M +44 7788 386518
E cahal.mckenna@uk.sedgwick.com

Oliver O'Donoghue

Dip CII Dip CILA
Cyber & technology adjuster
– London & SE England

M +44 7767 004705
E oliver.odonoghue@uk.sedgwick.com

Cheryl Pearson

AMBCS
Senior cyber & technology adjuster –
Manchester

M +44 7788 351256
E cheryl.pearson@uk.sedgwick.com

Joanne Dyson

Cert CII Cert CILA
Senior cyber & technology adjuster –
Manchester

M +44 7788 351145
E joanne.dyson@uk.sedgwick.com

Carl Starkey

Digital Forensics Technician – Leeds

M +44 7502 602731
E carl.starkey@uk.sedgwick.com

Luke Moore

IT Forensic Engineer – Leeds

M +44 7584 330496
E luke.moore@uk.sedgwick.com

Forensic accounting services

Jo Suppiah

ACMA CGMA
Partner, head of forensic accounting
services – London

M +44 7788 350372
E jo.suppiah@uk.sedgwick.com

Sedgwick Legal Services

Paul Squires

LLB (Hons)
Partner

M +44 7721 843703
E paul.squires@uk.sedgwick.com

Fraud

Mike Cossins

ACILA Dip CII APCIP
Senior major loss investigator – Leeds

T +44 1924 428792
M +44 7880 780720
E mike.cossins@uk.sedgwick.com

Christian Boito

BA (Hons)
Senior Manager, forensic accounting
services

M +44 7585 404072
E christian.boito@uk.sedgwick.com

Shanice Graham

Associate

M +44 7887 686504
E shanice.graham@uk.sedgwick.com

First notification of loss

Katie Turner

Team leader shared services FNOL – Cardiff

T 0345 604 7500
M +44 7786 662544
E katie.turner@uk.sedgwick.com



sedgwick.com