



THINK YOU DON'T NEED CYBER INSURANCE IN REAL ESTATE/PROPERTY MANAGEMENT?

CHECK OUT THESE CYBER CLAIMS SCENARIOS

1

Data Breach

An apartment building's management company had to scramble when the webhost company that processed their rental applications suffered a cyber attack. By contacting their cyber insurance carrier, they discovered that the cyber criminal stole applicants' personally identifying information and sent emails to them demanding \$100 in exchange for deleting their information. The apartment building's management company's claims adjuster introduced the insured to legal counsel, who determined that there was a data breach and helped them quickly recover from it. The insured's cyber policy covered the cost of legal counsel, notification to affected individuals and regulators and credit monitoring as well as identity recovery case management.

Total Cost: \$47,121 under Data Breach Response Expenses (for Legal Review: \$3,984, Notification to Affected Individuals: \$40,892 and Services to Affected Individuals/credit monitoring & case management: \$2,245)

2

Database Hack

Data thieves hacked into the database of an apartment leasing company. The company's database contained personal information on about 100 tenants and another 275 applicants. Information included Social Security numbers, employment and credit information.

Total Cost: \$17,850 under Data Breach Response Expenses (for Legal Review, IT Forensic Review and Notification to Affected Individuals)

3

Email Attack

The real estate business received a ransomware email demanding payment to gain access to the company's files. The manager called her external IT vendor they confirmed it was a ransomware variant and that the system had been locked. The insured got approval from Claims to pay the ransom, in bitcoin, about \$8,700. The attacker provided 5 different decryption keys and the IT vendor decrypted the system successfully getting the insured back online. The ransomware also took the system down and system restoration had to be performed. Coverage provided for the costs associated with the cyber extortion expense and system restoration expenses.

Total Cost: \$14,258 under Cyber Extortion (for extortion payment: \$8,000) + Computer Attack (for System Restoration: \$6,258)

4

Document Theft

At a rental property office, a box of rental applications with the name, address and Social Security numbers of 2,600 individuals was stolen from an apartment building office.

Total Cost: \$91,000 under Data Breach Response Expenses (for Notification to Affected Individuals and Services to Affected Individuals)