



THINK YOU DON'T NEED CYBER INSURANCE AS A RESTAURANT OWNER?

CHECK OUT THESE CYBER CLAIMS SCENARIOS

1

POS Ransomware

The insured was informed by his restaurant manager that their POS computer system went down. They contacted the IT provider, who confirmed the POS software system had been infected with ransomware, pushing ransomware down to many customers' local system, including the insured's. The insured has an office server used to store the POS information, and several terminals; however they use an independent company to take the credit card payments. The insured's POS provider was infected with the ransomware, resulting in local encryption. The insured restored their system and opted for new hardware. HSB provided coverage for the expenses incurred for the system restoration and loss of business income.

Total Cost: \$38,106 under for Computer Attack (for System Restoration: \$13,106 and Loss of Business: \$25,000)

2

Phishing Email

While reviewing the most recent bank statement, the bookkeeper for a restaurant with four locations noticed an unusual payment to a vendor she did not recognize. The bank confirmed that the payment was made and was unable to recover the funds. After reviewing emails, the insured was able to identify a phishing email that led another employee to reveal bank account information, which the cyber criminal used to initiate the fraudulent funds transfer.

Total Cost: \$43,200 under Misdirected Payment Fraud (for direct financial loss/reimbursement for fraudulent funds transfer)

3

Email Attack

The restaurant fell victim to a targeted email phishing scam, resulting in the misdirection of funds. The insured received several emails that appeared to be from customers, requesting a change in banking information. Believing the requests were legitimate, the insured changed the bank information, and transferred money to unauthorized accounts. The incident occurred within the accounts payable department of the corporate office and affected six locations. A statement from the insured's IT provider, confirmed that there was no unauthorized access to the insured's system.

Total Cost: \$28,329 under Misdirected Payment Fraud (for direct financial loss of wrongful transfer costs)

4

Encrypted Server

The restaurant chain's server, backup server and 20 workstations were encrypted from a ransom attack. The insured contacted their IT provider to assist in ransom negotiations. The insured paid the ransom in exchange for decryption keys. The insured's IT provider was assisting with both data and system restoration efforts. The Cyber Suite endorsement provided coverage for the expenses incurred for the ransom, data and system restoration.

Total Cost: \$42,973 under Cyber Extortion (for the extortion payment: \$20,417) + Computer Attack (for System Restoration: \$3,299 and Loss of Business: \$19,257)