



GLOBAL CYBER RISK IN 2020
Delivering on your Promise in the “New Normal”

MORO JUNE 10, 2020



GLOBAL CYBER RISK IN 2020

DELIVERING ON YOUR PROMISE IN THE “NEW NORMAL”

The cyber risk landscape has expanded rapidly in 2020, dramatically increasing exposure for individuals and SMEs. Hear from CyberScout as they share how they're partnering with insurers to respond with cyber insurance programs designed to minimise today's digital risk while honoring their core mission and values.

Agenda

- Cyber Risk in 2020
 - Global market trends
 - CyberScout insights
- Program Spotlights
- Program development considerations
- Benefits
- Getting Started
- Q&A



Scottsdale
Montreal
Galway
London
Taipei
Kuala Lumpur
Sydney

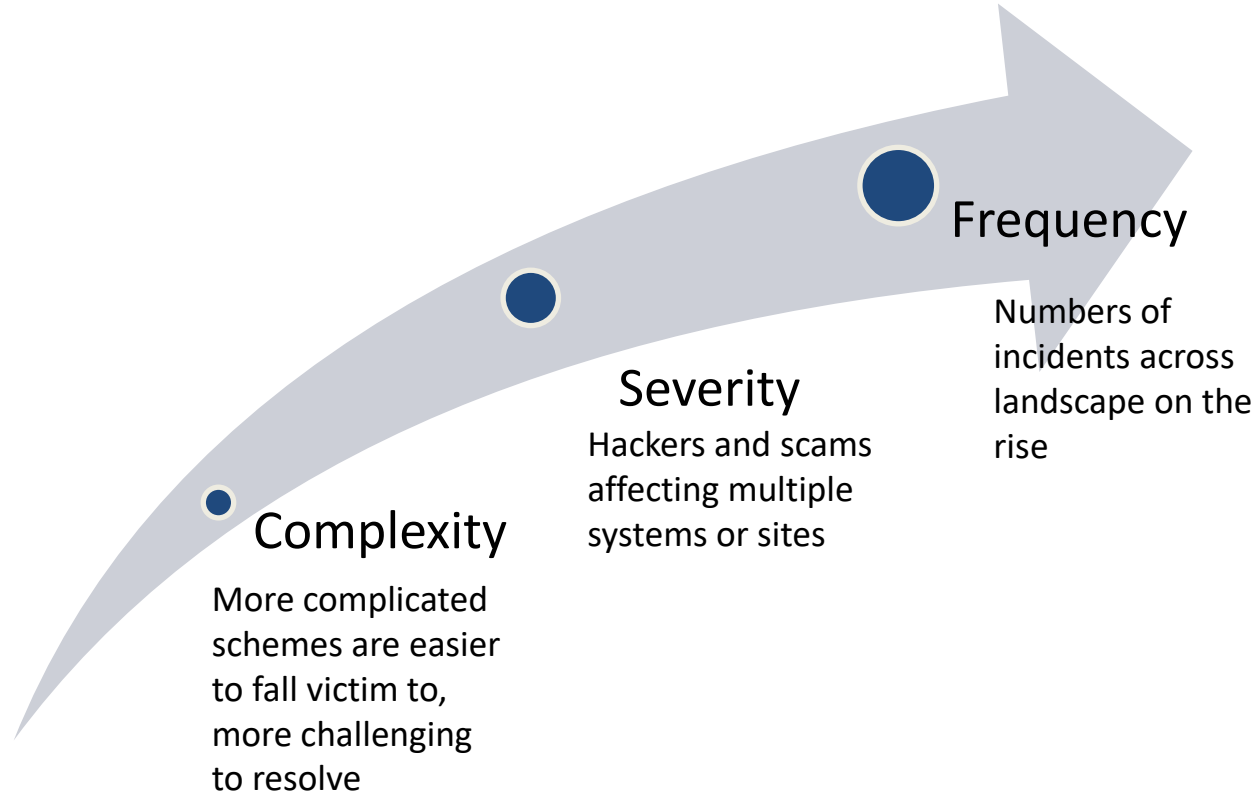
cyberscout.com

Cyber Incident Trends



Scottsdale
Montreal
Galway
London
Taipei
Kuala Lumpur
Sydney

cyberscout.com



Cyber Trends



Insurance Market Trends

Industry goes remote

Responding with care (discounts, rebates, broader coverages)

Policyholders' home and work environments comingling

Increased demand and urgency for personal and SME cyber programs

CyberScout Case Trends

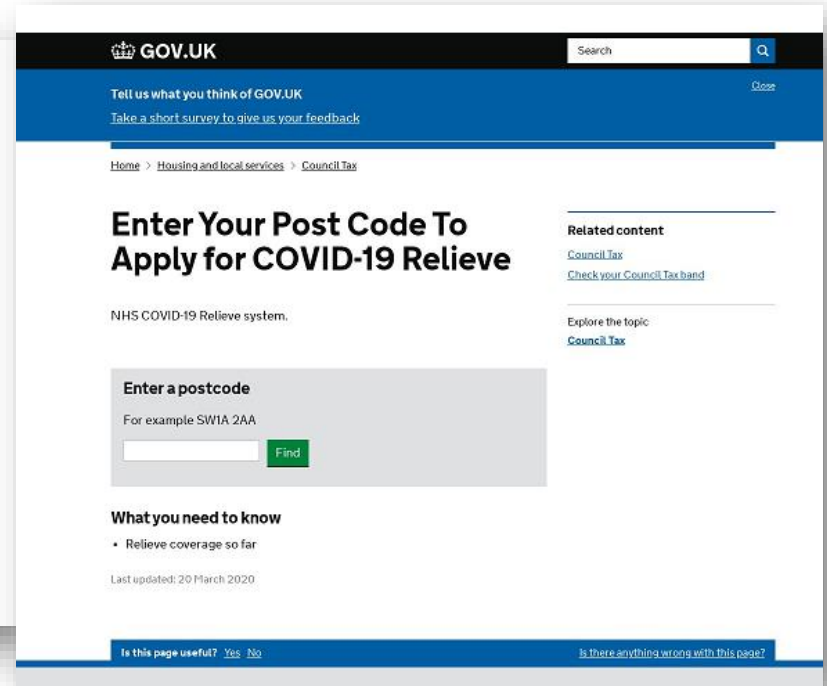
New case types exploiting fears:

- Fake websites and domains related to COVID-19
- Government fraud – mortgage, unemployment, tax, etc.
- Financial, retirement
- Health, supplies
- Scams, scareware, phishing
- Ransomware targeting people and organisations as they seek to exploit urgency during pandemic

Scottsdale
Montreal
Galway
London
Taipei
Kuala Lumpur
Sydney

cyberscout.com

COVID Scam Examples



Scottsdale
Montreal
Galway
London
Taipei
Kuala Lumpur
Sydney

COVID Scam Examples



Scottsdale
Montreal
Galway
London
Taipei
Kuala Lumpur
Sydney

cyberscout.com



Figure 3: Email containing malicious macro targeting Italian users[2]

GLOBAL CYBER RISK IN 2020

**SPOTLIGHT: COVID RESPONSE CYBER INSURANCE
PROGRAMMES**



Cyber Programme 1: Comprehensive Multi-line Response



- Embedded personal cyber insurance & service package into their High Net Worth Personal portfolio
- Added as a component of key product update
- All future HNW policies will include cyber cover
- Launching COVID-19 Cyber Risk helpline for SME customers
 - Helpline is free to access and provided to entire customer base for 3 months

Cyber Programme 2: Immediate Universal Product Enhancement



- Embedded personal cyber insurance across entire household portfolio
- Embedded commercial cyber across entire SME account
- Now have in excess of 1.5m cyber policies in force
- Launched embedded product as a customer benefit (not at renewal)
- All customers got immediate access to expert cyber support on the same day to provide added benefit from COVID-19



Cyber Programme 3: Cyber Pool Approach



- Launched programme where small mutuals and cooperatives have clubbed together to develop product
- Reinsurer-backed cyber pool programme brings buying power
- Single product brand used across all customers (no confusion)
- Low-limit, low-premium endorsement is embedded in vast majority of cases
- Common expert cyber services and cyber claims support reinforces these insurance programs for all cedents

GLOBAL CYBER RISK IN 2020

BENEFITS OF CYBER INSURANCE PROGRAMS

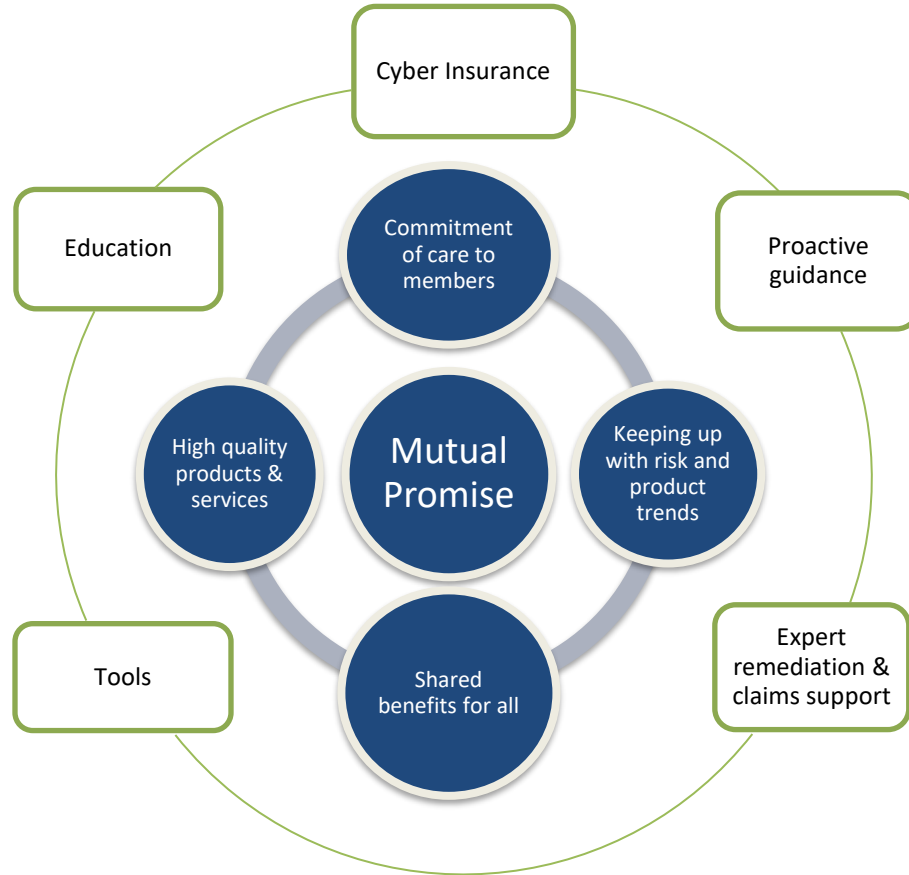


Supporting Your Mission



Scottsdale
Montreal
Galway
London
Taipei
Kuala Lumpur
Sydney

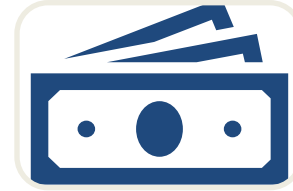
[cyberscout.com](https://www.cyberscout.com)



The Four Rs



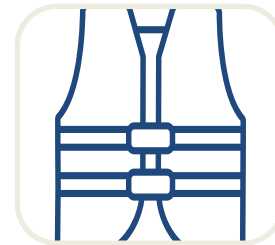
RETENTION



REVENUE



RELEVANCE



RISK REDUCTION

Why Cyber Now?



Brand perception



Regulators in favor of added value



Balance the books



Fill the cyber protection gap



Crisis response



Immediately actionable



Widely applicable

Scottsdale
Montreal
Galway
London
Taipei
Kuala Lumpur
Sydney

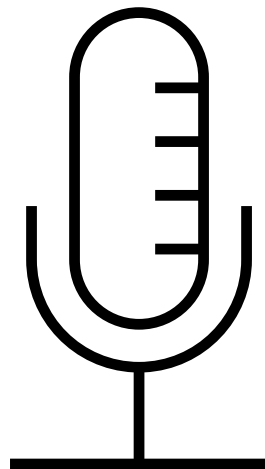
cyberscout.com

GLOBAL CYBER RISK IN 2020

ROUNDTABLE DISCUSSION



Roundtable Discussion





THANK YOU!

CyberScout Global Markets

CYBERSOUT®