



Customer Care Award

Insurance Times Claims Excellence Awards, 2022

Proactive protection

From the moment a business binds a cyber policy, CFC starts working to protect them against cyber attack.

300+ Attacks prevented monthly

130+ Security team

Why proactive protection?

Our team of cyber security engineers, threat analysts and forensic specialists is the largest and most experienced in the market. Dedicated to monitoring and protecting each and every insured, **we prevent cyber attacks from happening**, and drastically reduce the impact (and cost) should one occur.

Cyber threats require deep technical expertise to identify and remediate them effectively. CFC customers benefit from expert cyber security protection throughout the lifecycle of their policy, and can rest easier knowing that CFC are working to proactively mitigate threats and keep their business trading. This also means they **get immediate value from their policy** without ever having to make a claim.



How does it work?

This preventative service identifies potential threats using insights from **proactive scanning, dark web monitoring and a variety of public and private threat intelligence feeds**. This happens continuously for as long as the business is insured with CFC.

If a cyber security issue is found, our team works directly with the insured to **eliminate the threat before it can cause harm**. Our mobile app, Response, allows our cyber threat experts to offer critical guidance and facilitate quick remediation, through a verified and secure line of contact with the insured.



Don't just take our word for it

"It is extremely difficult keeping up with the latest threats and tools in the cybersecurity world today. Utilizing CFC to augment my IT team by focusing on cybersecurity has given me peace of mind."

- Insured

"I am grateful for such an education. It is great to have a real-life example to demonstrate the value CFC provide. I have alerted the team to the issue so they can action asap."

- Insured

cfc.com/cyber



Incident case study

Each year CFC prevents hundreds of cyber attacks by identifying threats and remediating client vulnerabilities before they turn into claims. This equates to tens of millions of pounds saved in potential losses. Here's a look at one of those cases:

Cobalt Strike is a penetration testing toolkit originally created for ethical hackers but is now used by cyber criminals. The toolkit allows the attackers to place an agent, called a beacon, on a target network. From there, the attacker can perform a variety of exploitations and attacks including the execution of malware.



Our in-house cyber security team identified where the beacon was located and discovered that it belonged to our insured, a children's hospital.

Through our bespoke network of threat intelligence sources, we were alerted that a new Cobalt Strike beacon had been activated on a target network. Our in-house cyber security team identified where the beacon was located and discovered that it belonged to our insured, a children's hospital.

The activity the team then witnessed indicated that the attacker had created administrative accounts and was using unauthorised access to exfiltrate data and prepare for a ransomware attack.

With the insured's permission, our team worked tirelessly to remove the foothold that the attacker had in the environment. Based on our ransomware claims data, a hospital of this size could have faced a ransom demand of up to £1,300,000, had the attack been successful.

In our final correspondence with the insured they said, "it is apparent that the quick actions yesterday based on the intel received may have very well have prevented this from being much worse."



About CFC

CFC offer market leading cyber insurance products trusted by 80,000+ businesses in more than 65 countries and backed by over 20 years of cyber underwriting experience.

Our cyber policy provides comprehensive cover for a range of risks, which is bolstered by CFC Response, our cyber security and incident response team. Our award-winning global cyber claims team and CFC Response work 24/7 protecting customers against cyber threats and help to get businesses back online, fast.

Learn more at cfc.com and [LinkedIn](#).