When the supply chain fails

1. The Event

The Insured's Managed Service Provider (MSP) was hit by ransomware, causing major system outages. The Insured lost access to digital files, finance tools, internal systems, and internet connectivity.

2. The Impact

Business operations were disrupted while the MSP worked to restore access. The Insured faced a significant Business Interruption loss during the downtime.

3. The Problem

The Insured attempted to recover losses from the MSP, but the provider became insolvent post-incident, leaving no route for compensation through the supply chain.

4. The Solution

A forensic accounting firm was engaged to assist in quantifying the Business Interruption Loss, which facilitated a smooth and efficient claims settlement process.

5. The Outcome

Despite the supply chain failure, the Insured was fully reimbursed under their Chubb cyber policy. The case highlights the importance of strong insurance when recovery from third parties isn't possible.

This claims example is for illustrative purposes only. Coverage and claims outcomes vary based on individual circumstances and your specific policy terms and conditions.

Rapid response when partners fall short

Policy triggered: Cyber

The Chubb difference:

- **Proactivity**
  Chubb responded quickly by appointing a forensic accountant to support the Insured before delays could compound the issue. Early involvement ensured the claim was accurately prepared from the outset.
- **Technical ability**
  With expertise in quantifying Business Interruption losses, the forensic accountant navigated the complex financial impacts of the MSP failure, ensuring that no elements of the business interruption losses were overlooked in the claims calculation.
- **Solutions focussed**
  Chubb stepped in when the supply chain failed, covering costs directly and streamlining the claim. The Insured received compensation for costs covered under the Policy, despite the third party being unavailable.