Swift containment and recovery

1. The Event

Unusual admin activity in Sydney revealed a Cactus Ransomware attack, encrypting data across 10 servers in multiple jurisdictions. Systems were shut down immediately to contain the breach and prevent further spread.

2. The Impact

The Insured faced business interruption loss and a complex, multi-jurisdictional notification effort. Regulatory disclosures across Australia, the US, China, and the UAE added to the pressure, with hundreds of affected data subjects to notify.

3. The Problem

Chubb swiftly engaged expert vendors who uncovered threat intel, enabling the Insured to reject the ransom. Notifications were expertly handled – satisfying regulators and avoiding any third-party claims or reputational fallout.

4. The Solution

Chubb guided the Insured throughout – recommending vendors, clarifying cover, and supporting cost submissions. Timely interim payments ensured cash flow. A costly Dark Web Monitoring quote was avoided, thanks to Chubb's negotiation experience.

5. The Outcome

With Chubb's support, costs stayed low for an incident of this scale. The file was closed within a year – far faster than typical cases. The Insured resumed business smoothly, with no lingering issues.

Policy Triggered: Cyber

The Chubb difference:

✓ **Proactivity**
Chubb acted immediately upon notification of the incident, engaging expert vendors and helping the Insured contain the ransomware threat before it could spread further. This early intervention was key in limiting damage and controlling the narrative with regulators and stakeholders.

✓ **Speed**
From coordinating multi-jurisdictional notifications to issuing interim payments, Chubb's swift action helped the Insured maintain momentum during the crisis. The entire incident was resolved and closed within a year – well ahead of the norm for cases of this complexity.

✓ **Solutions Focussed**
Rather than defaulting to high-cost responses, Chubb helped the Insured prioritise practical, outcome-driven decisions. By negotiating away an unnecessary Dark Web Monitoring expense and advising on optimal resource deployment, Chubb helped keep costs low while achieving full operational recovery.

CHUBB®