



# CyberChoice

Claims service, designed together.





In an area as complex as cyber claims, we know our clients want the flexibility and freedom to create a solution that best fits their individual needs.

Our clients want a choice of services such as:

- Breach response, crisis PR, legal and forensics
- Trusted expert vendors
- 'Value add' services at pre and post-placement, and post-loss stages.

That's why we created CyberChoice – an exceptional claims service, complemented by market-leading features of your choice.

## Our Team

As one of the leading primary cyber carriers since 2010, our claims team has extensive market experience handling cyber claims and is recognised by our partners for our technical capability, flexibility and commitment to being a lead market. We place great emphasis on working together with our underwriting teams as we believe that, by leveraging our combined experiences, we can ensure the best possible product for our clients in an environment which continues to evolve and mature.

As a mutual insurance company, we also have the benefit of taking a longer-term view, and our longstanding track record ensures that we take a measured approach to cyber trends in the market. As a client, you can expect continuity of service during challenging times.

## Global Reach

Our global team of >170 claims specialists based in the UK, USA, Europe, MENA, Asia, Latin America and Australia is empowered to make decisions quickly. We know that prompt claims handling is important, so we provide appropriate local claims settlement authority supported by an extensive global network of technical capability. Reporting to the Chief Claims Officer, Mike Gillett, our cyber team is led by Irene Stavrou who has experience in both private practice litigation and in managing global insurance programs for an investment bank. Irene's wider team has over 300 years of combined claims experience and is comprised of industry-leading claims managers and specialists, many of whom are legally qualified and have a comprehensive understanding of policy coverage. In line with our Claims Charter, our in-house specialists are empowered with high authority levels, to make sure you have direct access to decision makers.

## Our Promise

Our integrated service aims to deliver value throughout our relationships.

# CyberChoice

If external expertise is required, we work closely with our insureds to match expertise with individual needs and appoint trusted long-term partners who share our attitude towards claims.

To help provide freedom of choice, we maintain relationships with multiple vendors and have experts on hand for all aspects of breach response including:

- Legal Breach Response
- Network Forensics
- Credit Monitoring & Event Notification
- PR Forensic
- Accountants and Data Restoration.

Subject to our agreement, we are also happy to extend our service so that vendors with whom you already have a relationship can be used as a part of the **CyberChoice** service.

## Trusted Partners

If you decide to use a trusted partner, you can expect service aligned to our Claims Charter and can benefit from: 24/7 incident reporting; hotline access to IT security experts, specialist lawyers and experienced PR consultants; crisis response; and bespoke service. All of our trusted partners are also held to internal service level agreements, ensuring the best possible service to you.

## Our Claims Charter

Our integrated service is built on a simple principle: we aim to deliver superior value by supporting clients at every stage of the relationship.

### 1. Working together as one team

Our teams are wholly integrated to help us provide value at all stages of the relationship.

### 2. Acting decisively

Clients work with empowered local experts who access world-class tools and services globally.

### 3. Paying fairly and dependably

As a company that does the right thing, we have a proven reputation for paying claims fairly and promptly.

For full information on any of our trusted partners, please request at the following address: [LSMFINPROClaims@libertyglobalgroup.com](mailto:LSMFINPROClaims@libertyglobalgroup.com)

## Claims+

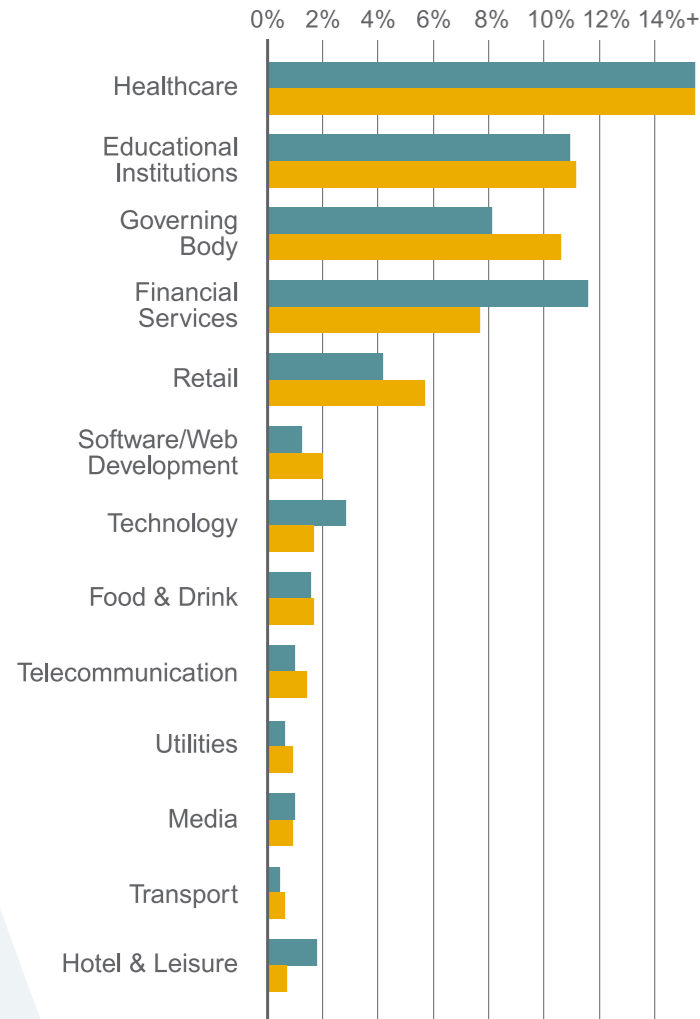
The Claims+ offer has been designed to enrich the Liberty service and add value to the experience – giving clients greater confidence and additional insight into risk.

Claims specialists in the client engagement team offer a bespoke package of Claims+ tools and services, based on their intimate understanding of the client's circumstances and informed by their market expertise.

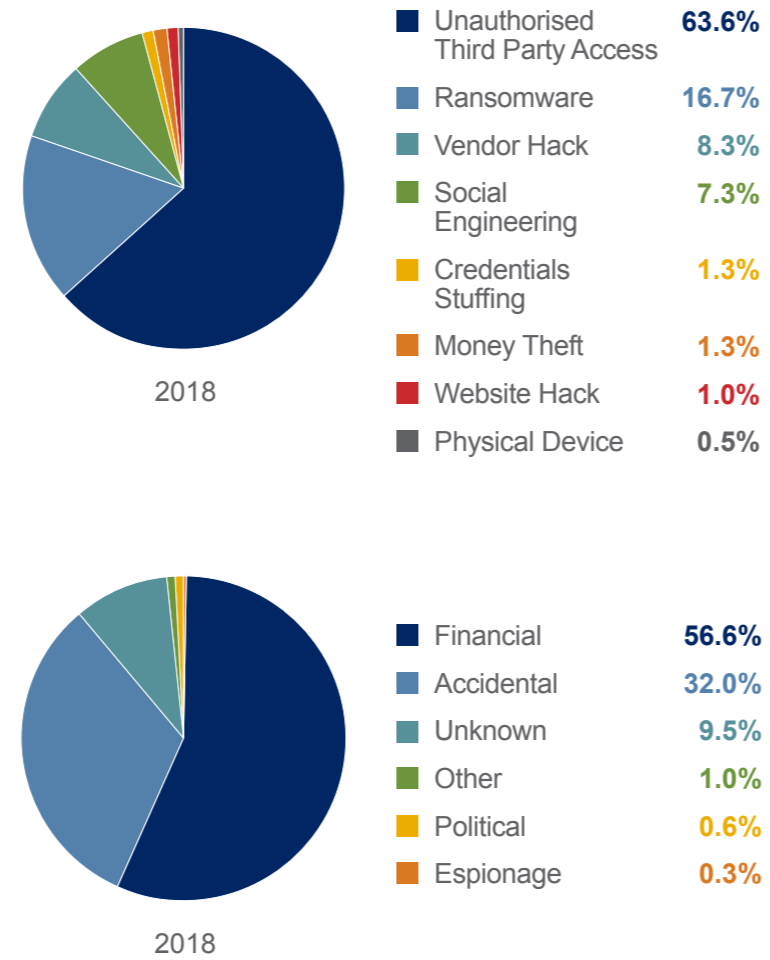
- Wording review
- Claims scenario workshops
- Client visits
- Data provision
- What to expect in the event of a claim
- Fast-track claims service

# Cyber claims statistics

Percentage (%) of losses by industry sector

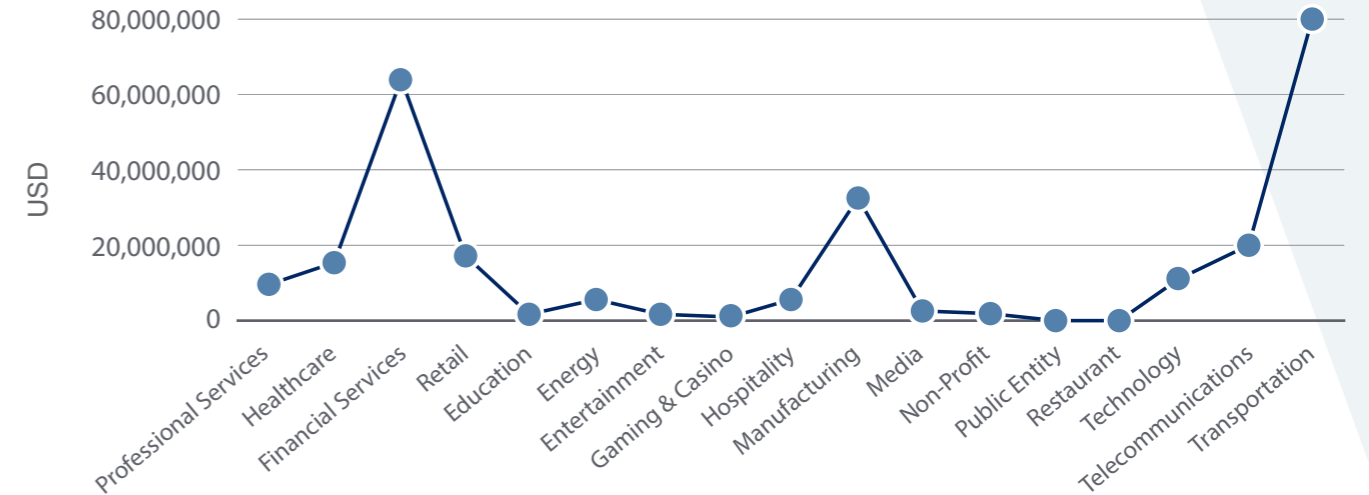


Percentage (%) of losses by type



Source: LSM Global Breach Database

Largest global cyber breach (claims) costs



Source: 'NetDiligence 2018 Cyber Claims Study'



# Don't just take our word for it

## Partner, Professional & Financial Risks, Global Broker

"In the rapidly changing environment surrounding Cyber Insurance, the evolution of coverage and the subsequent claims, we have had Liberty be a true partner. In any developing area of insurance, the claims that emanate can sometimes be ambiguous in relation to intent of coverage and actual wording, and when these rare situations have occurred, Liberty have performed extremely well in working with us and our clients in finding a solution to the issues. Their fairness and flexibility has been a huge benefit to our clients, and when needed they have acted with haste in their decision making. We continue to partner with Liberty, and one of their strong features is their claims attitude and expertise."

## Joint Head of Privacy, Cyber & Technology, Regional Broker

"Liberty have been the best to work with so far in the London market for cyber claims. They have a commercial approach to all claims and they make themselves visible to the client and US producers. Being comfortable in handling matters themselves, at least at the outset, rather than hiding behind monitoring counsel is a real positive. LSM gives a good impression that they are the ones here to help and are making the decisions."

## US National Retail Broker

"There is nothing routine or typical in data breach and network security claims. Client issues and needs vary and fact patterns develop differently in each cyber loss situation. The Liberty claims team work closely with the underwriting team to facilitate a client favorable loss adjustment process. Taking an accurate yet liberal view in wording interpretation and remaining flexible when unusual circumstances unfold, Liberty treats claims handling as priority service. Coupling their signature broadly phrased wording with an efficient and fair minded claims resolution mindset, Liberty delivers a quality and reliable cyber risk solution for the discerning risk management client."

## Claims Executive, Regional Broker

"Liberty are market leaders in their approach to cyber claims and client care. Their offering brings a technical expertise of the cyber environment that is second to none whilst also striving to go that extra yard to give clients the best help possible in very difficult and pressurised situations. It is this balanced and commercial approach that leaves clients satisfied that the service purchased under the policy has actually been delivered."





## Contact us

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