

WEBINAR

# Not if, but When: Proactive Cyber Claims Preparation

Thursday 1 October 2020

10:00am AEST



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# Welcome

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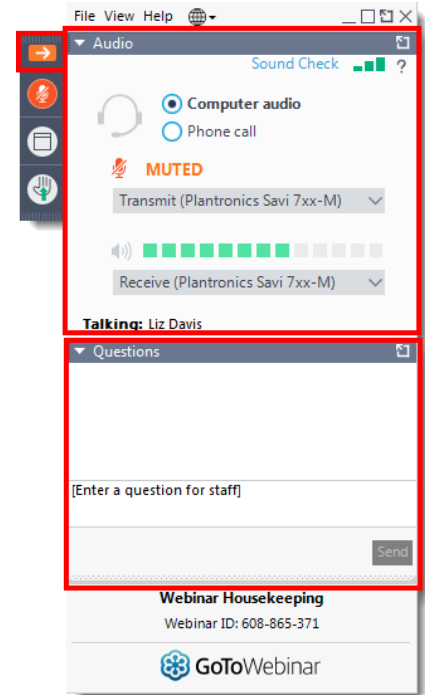
## Jennifer Richards

Managing Director - Specialties  
Australia



# Housekeeping

- Today's session is being recorded
- You have joined in "listen-only" mode
- Please feel free to ask questions throughout the presentation utilising the 'Questions' window on your control panel
- We will endeavour to answer these as we progress through the session



# Today's presenters

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**CHRIS MCLAUGHLIN**  
Director, Cyber Solutions Group  
Aon



**MICHAEL PARRANT**  
Cyber Insurance Practice Leader  
Aon



**JOHN MORAN**  
Partner  
Clyde & Co



**MOLLY DAY**  
ANZ Cyber Threat Intelligence  
Lead  
Accenture



**MARK SAYER**  
APAC Cyber Defence Lead  
Accenture

# Pitfalls in cyber claims

**Chris McLaughlin**  
Aon Cyber Solutions



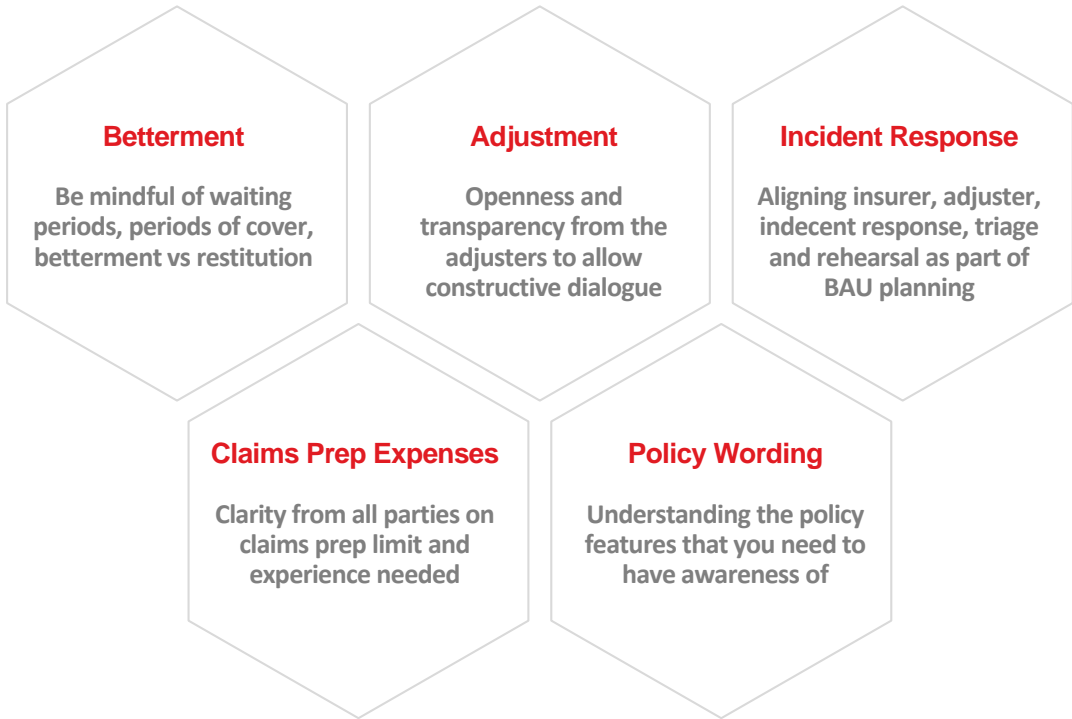
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# Pitfalls when managing your cyber claim

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Learnings from recent claims



# Claims protocols

**Michael Parrant**  
Aon Cyber Solutions



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# Claims protocols

What does a claims protocol consist of?





# Incident response and the claims process

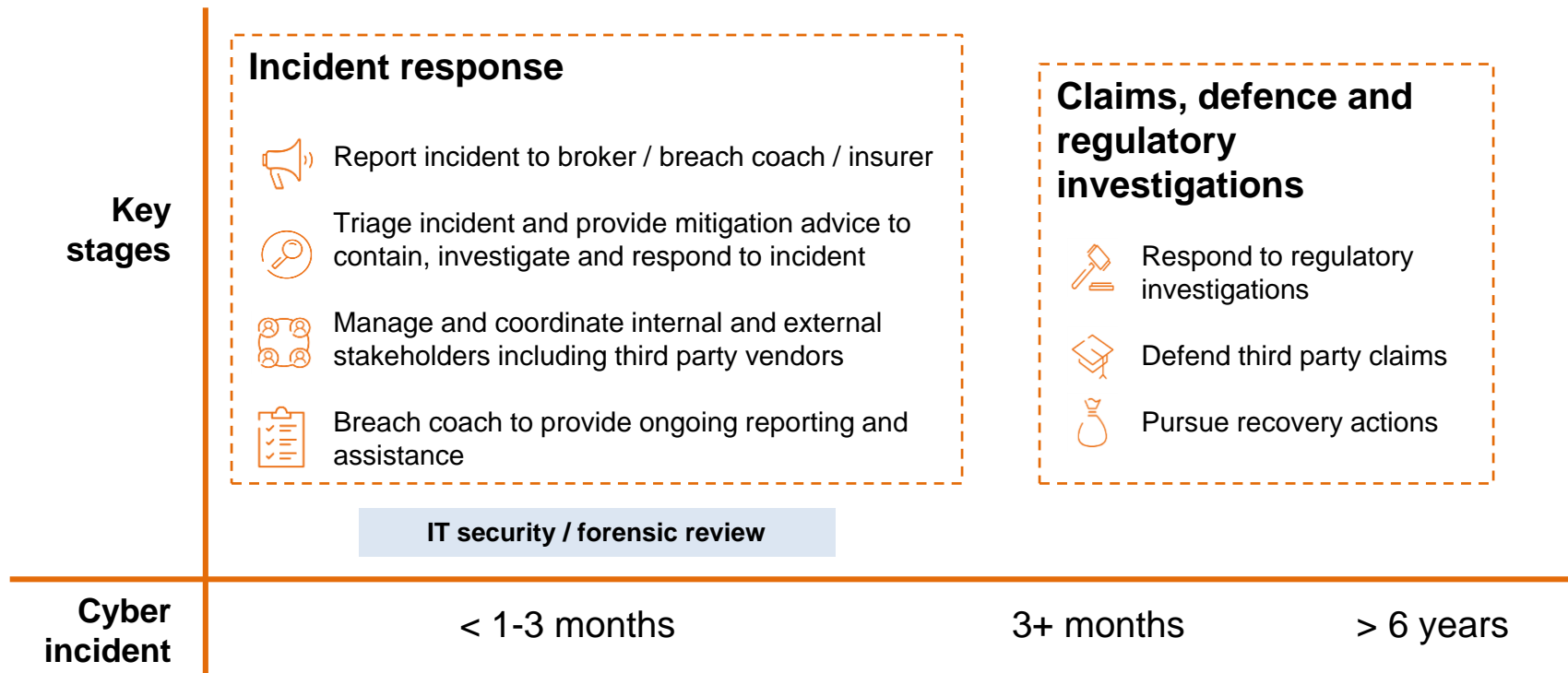
**John Moran**  
Clyde & Co



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# The incident response and claims process



# Lessons from incident response

Molly Day & Mark Sayer  
Accenture



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# Cyber resiliency is about minimising the impact from cyber attacks

Key learnings from Accenture's global Cyber Investigations and Forensic Response team



# Claims process best practices



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# Key takeaways



## Implement a claims protocol

Ensure that you have a claims protocol worked out and everyone knows the part they play



## Think about your claim early

Start planning for a claim from the inception of the policy, understand how the policy will react to claims



## Integrate cyber insurance into incident response


Include insurance into your incident response plans. Know the who, what, when and why of your partners



## Rehearse the use of cyber insurance

Include the cyber insurance lifecycle into your incident response plan testing including testing of the claims process





# Thank you for your attendance



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