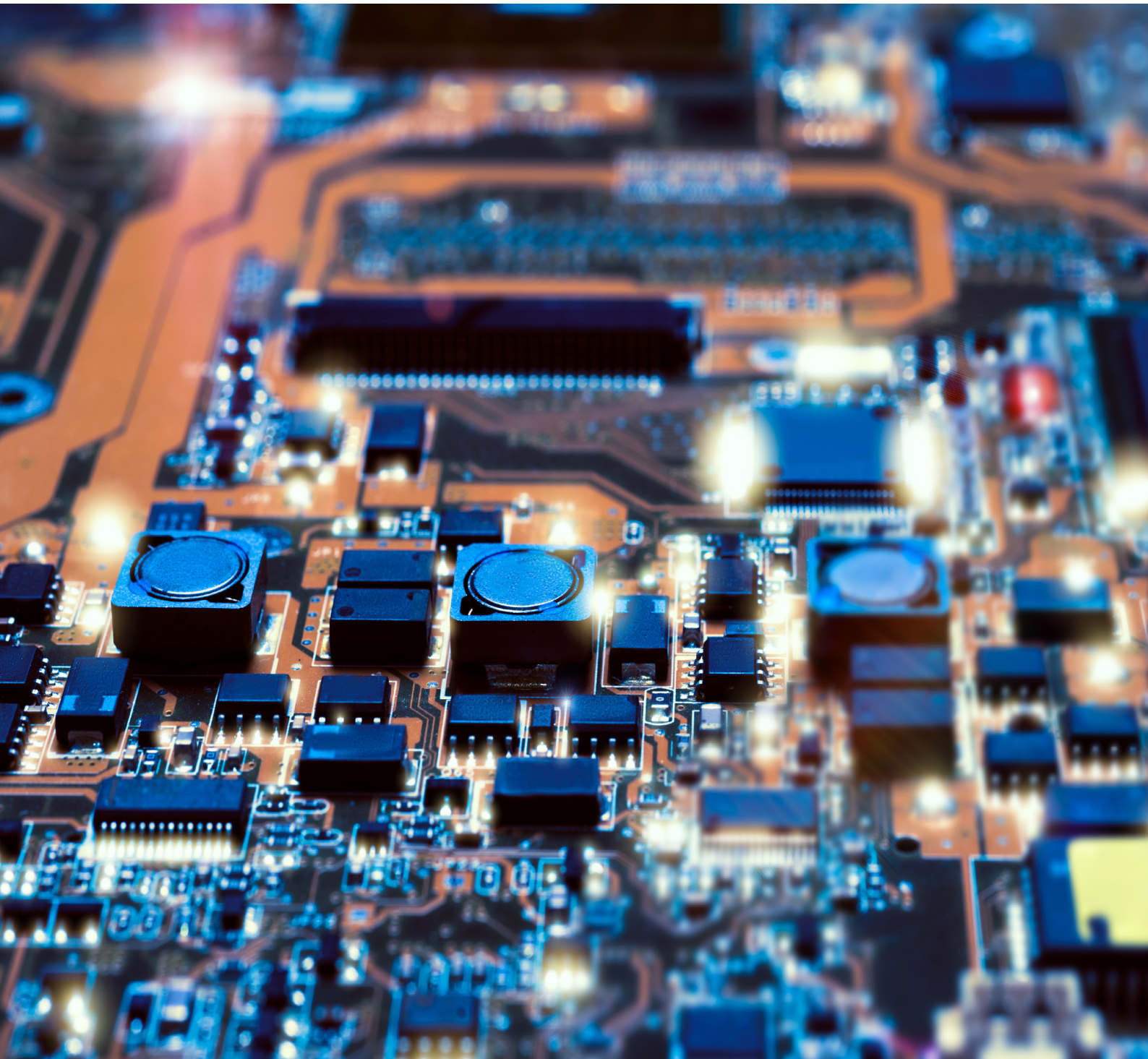




sedgwick®

# Global Cyber Practice

MCL Global





With Cyber claims becoming more common in this digital age, it is increasingly important to have the right team of specialists available to respond quickly when an incident occurs.







sedgwick®

# Introducing the Global Cyber Practice

Digital Technologies form the backbone of modern society. This sector is evolving rapidly in terms of both risk and regulation.

Every company faces a variety of technology exposures, some less obvious than others. These range from loss of data and key infrastructure to unauthorised access to their systems. The loss of telecommunications can also have a significant impact to the business and needs a 'fit for purpose' adjusting solution.

With decades of experience of dealing with technology, communication and cyber claims our global technology practice is well placed to deal with claims flowing from loss of infrastructure through to failures of supporting digital systems.

#### Our experience includes

Our dedicated team of worldwide multi-disciplined experts understand your technology, communication and cyber related issues. We can work independently or as part of your existing team, to explore the reasons behind complex failures and offer solutions based on our experience in this sector.

We understand that the loss of equipment, communications or services will have a substantial impact on the affected business and have the background knowledge to assist with expedition of the issue at the earliest opportunity. Our team comprises of Chartered Technologists and Engineers,

Lawyers, Forensic Computer Specialists and Chartered Accountants.

We are aware that the right blend of skills, experience and expertise must be introduced at the earliest possible stage, to reduce the impact of the event and potential loss to the business. Claims in this area are invariably technically complex and Sedgwick works closely with our partners to quickly isolate the issue and engineer the right fix to the problem.

Once instructed, our team work in parallel, each providing their own unique skill set to achieve a fast and effective solution to the issues encountered.

Our Technology and Cyber team work together seamlessly, to achieve the very best outcome for the

#### Our experience includes:

- Cyber Risks
- Semi Conductors

- Nano-technology
- Telecommunications
- Research and Development
- Electronic Commerce
- Data Centres
- Digital Content
- Medical Equipment
- Infrastructure damage
- Mobile Communications
- 3D Fabrication
- Building information modelling

If you would like to assign a claim, get some advice or simply find out more about how we work, please contact me or any member of the team outlined in

**Mark Hawksworth**  
Global Head of Cyber  
Practice



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# What we do

Technology and Cyber incidents can produce considerable difficulties and substantial costs for businesses and insurers alike, as well as providing a stark reminder of the fragility of business dependent systems.

The handling of technology claims needs a comprehensive understanding of technical issues, alongside a calm and organised approach. Remediation options need to be swiftly investigated and evaluated, while at the same time costs must be kept under control. If not dealt with, businesses could face disruption and damage to their reputation and brand.

## We believe in a consistent approach

An important aim of our approach to technology and cyber risks is to demystify the subject and to support customers through a period when the business is suffering from disruption and loss, through to recovery and conclusion.

We understand that Cyber is much broader than a network breach and it is essential that the team chosen to rectify the issue is fully aware of the current developments in this ever evolving sector.

## Right resources

We believe that prompt resolution of any claims that arise in this area need the depth of expertise that comes from constant exposure to dealing with incidents that arise in this area. Our Specialist Practice Groups for industry sectors means we have the technical

skills and industry specific knowledge to get you back in business fast.

As well as loss or damage to physical assets, major losses arising in this sector regularly include business interruption.

Our Forensic Advisory Service specialises in the investigation, assessment, management and quantification of losses of these types.

Whether your loss is in country or cross border, large in size or complex in nature, we have the right staff in the right place to help.

## One point of contact

Every client is assigned an account handler to act as their contact person throughout the life of a claim. By doing this we guarantee regular communication with all parties concerned.

## Management information

For many years we have recognised how IT contributes to a first-class service. We have pioneered the development of a number of tailored systems geared around client needs, including web-based claims reporting and monitoring systems that provide you with 24 hour access to claims information, 365 days a year.



## Strength in numbers

Our global network means that we are there, when and where clients

We have more than

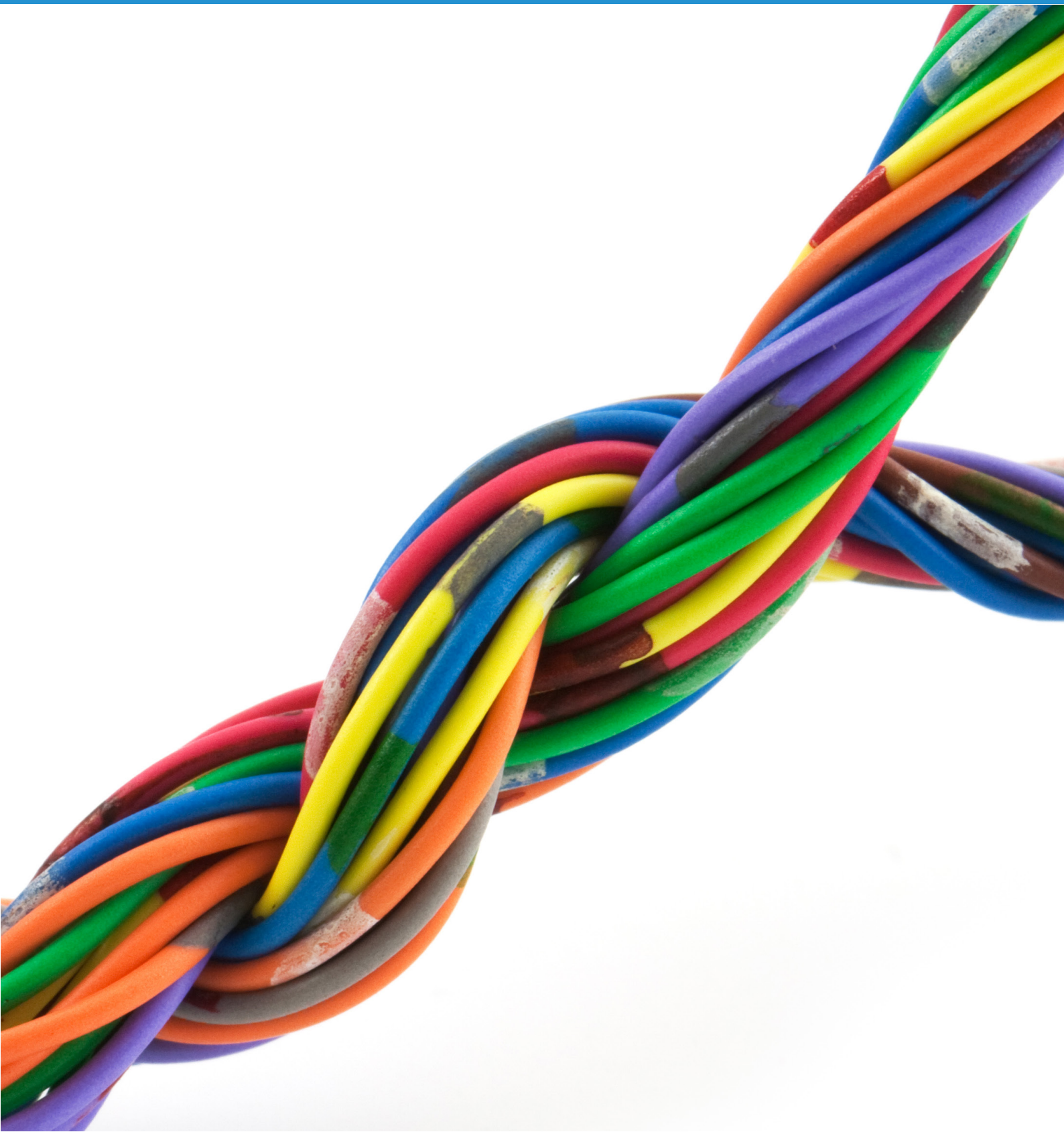
**600**  
offices

around the world, supported

**21,000**  
Sedgwick employees

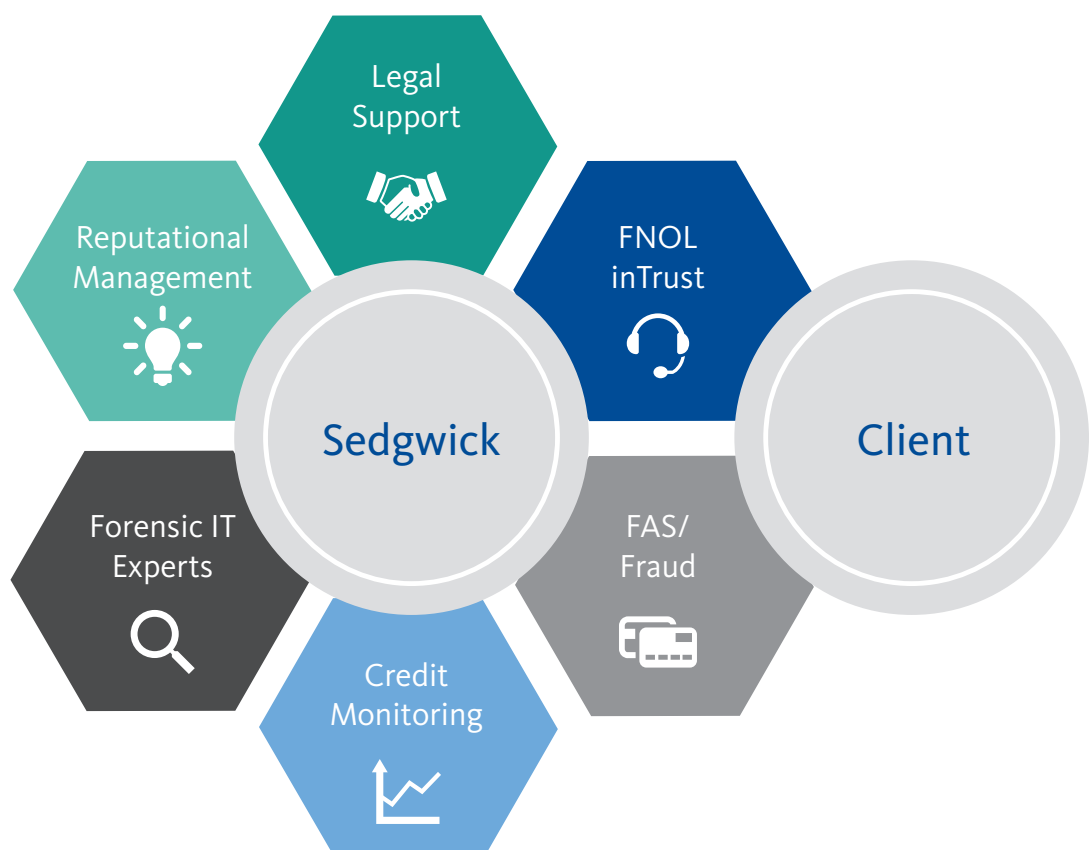
in over

**65**  
countries



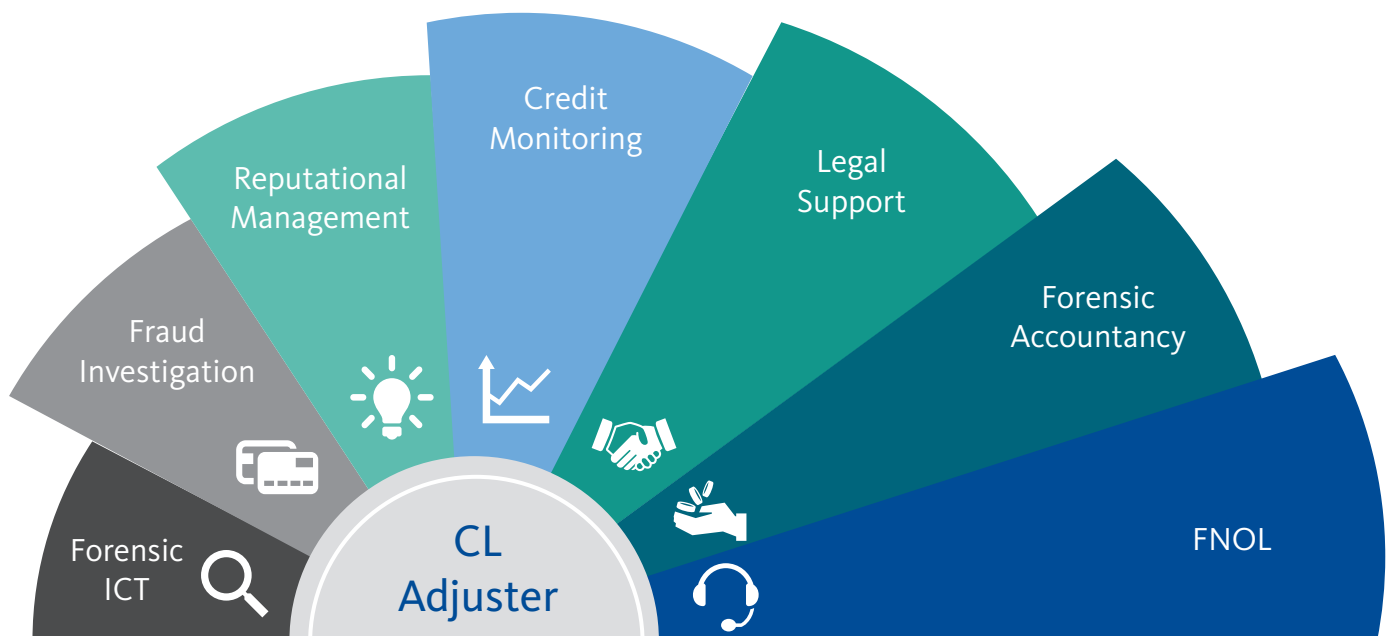
## Our product structure

We have brought together a network of partners who are experts in their fields to assist us with management of incidents as they occur. Our 24 / 7 loss notification service is manned by our own staff trained to deal with the situations that arise from the point of instruction. This ensures that your customers receive prompt service of the highest possible standard. This is essential for Cyber incidents where business interruption losses can quickly accrue and misdirected funds can be removed from fraudulent beneficiary accounts in a short time frame.



It is essential that the team efforts are coordinated to bring any issues to a swift resolution.

By using an experienced technology adjuster at the centre of our team we are able to manage all aspects of both Cyber and Technology incidents. Our Technology and Cyber adjusters are supported by our Cyber partners / colleagues with specialist skill in the following areas:



# Our team

## Europe

- Mark Hawksworth
- Neil Robbie
- Nigel Collins
- Terri Adams
- Peter Agger
- Lars Mølgaard
- Hans Glaudemans
- Marco Mancini
- Enrica Verini
- Gian Luigi Lercari
- Sergey Bukreev
- Viktor Basharin
- Dawid Lis
- Ludwig Pauwels
- Markus Mantwill
- Sylvain Perrault
- Andrés Sarsa

## North America

- Cullen Sophy
- Sean Forgie
- Alan Kadosh
- Amy O'Rorke
- Thomas Johnson
- Garry Hogan
- Philippe Pagé
- Ben Ogunleye
- James Holland

## Central America

- Steve Clayton

## Latin America & Caribbean

- André Lopes
- Martin Faller
- Elis Cobiak
- Frederico Nietzsche
- Rafael Calzadilla

## Africa

- Wayne Klingler
- Eddie du Plessis
- Chris Zietman
- Coenie van Gueunen
- Eric Fish
- Karl Ossowski
- John Croucher
- Andrew Osbourne
- Piet Moolman
- Leon Haupfleisch

## Asia

- Nick Higson
- Yutaka Tada
- Govinder Kapoor
- Paul Hough
- Lisa Kuo
- Joseph Lee
- Ivor Khong
- Caroline Lee

## Middle East

- Daniel Dibb

## Australia

- Steve Mann
- Kaushal Sheth
- Simon Chenery
- Bradley Verreyne

## New Zealand

- Stephen Kay





# Complementary services



## Third Party Administration

Sedgwick has been active in the Third Party Administration (TPA) market globally for over a decade. With 10 hubs in 5 continents and over 600 dedicated staff, Sedgwick process over 250,000 claims a year.

Sedgwick's TPA service comprises of experienced claims consultants who have been providing claims management services to our clients for over 10 years.

Why choose Sedgwick for claims management?

- We provide a claims management model which will be entirely tailored to your needs. We'll listen to your unique challenges and goals to understand what's really important to you.
- We provide a customised solution for all claims. We'll implement a service that realises your claims management vision.
- We are proactive in bringing claims to a speedy conclusion.
- We will continually develop the service throughout the partnership to not only meet your current goals, but your future goals too.

We understand the significance of outsourcing, and over time have built teams of experts, including a number of dedicated claims management teams.

To ensure a brand protection, our solution will include a dedicated manager that is aligned to your company ethos and will ensure we provide excellent claims handling and customer service.

Sedgwick have built a dedicated Cyber TPA team to case manage Cyber claims.

The team are experienced in working with numerous vendors involved in these complex claims, having already successfully settled a number of Cyber claims for clients. This team will work closely with Loss Adjusters and other experts to ensure SLA's are adhered to and claims are brought to a swift conclusion.

## Forensic Advisory Services

Our Forensic Advisory Services (FAS Global), are a specialist team of forensic accountants within the Sedgwick group. Their key expertise is the quantification of economic loss under insurance policies. The team at FAS Global have experience in quantifying economic loss under a variety of insurance policies, including business interruption, complex stock claims, crime claims and cyber

claims.

You can be confident that the economic loss claimed under your policies will be accurately and efficiently quantified by the team at FAS Global for the following reasons:

## Breadth and depth of experts

FAS Global have international offices in Australia, Canada, Dubai, Latin America, Singapore, UK and the US, but of key importance to you, is their ability to respond quickly and efficiently to claims made.

## Collaborative approach to settling claims

The team at FAS are skilled at working closely and collaboratively with all of the other divisions of Sedgwick. We regularly partner on claims with our colleagues from loss adjusting and inTrust to ensure the loss claimed is accurately quantified and the claim brought to settlement as quickly as possible. As forensic accountants, FAS are also experienced in working with law firms and providing expert reports in litigated proceedings where necessary.

## Experienced in Cyber claims

In the past twelve months, FAS have been appointed on Cyber claims throughout Australia, New Zealand and UK.

# Global solutions. Local expertise.

## Get in touch

If you would like further  
information on our services  
please contact:

**Mark Hawksworth**

Global Head of Cyber  
Practice



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