



Overview

- Cyber Risk Landscape
- Preliminary Considerations
- Cyber Investigation Issues
- Core Coverages
- Other Coverages
- Attorney-Client Privilege / Attorney Work-Product Special Issues
- The State Actor Problem
- Key Areas to Consider



Cyber Risks and Landscape

- Phishing Schemes
- Business Email Compromise
- Ransomware
- Security issues
- Password compromise
- Targeted cyber attacks
- Insider threat
- Third Party Vendors
- Stolen unencrypted laptop

Key Actors
Organized Cyber Crime
State Sponsored
Hackers for Hire
Hacktivists
Third Party Vendor Attacks
Insider Threat
Inadvertence

Ransomware Attack – Key Phases

- Threat Actor Identifies/Exploits Vulnerability
 - o Phishing, remote desktop rotocol (RDP), compromised passwords, software vulnerabilities
- Deploys tools, lateral movement, escalate privileges
 - o Cobalt Strike, Emotet, Trickbot
 - Credential harvesting
- Exfiltrates data
 - o PII
 - Sensitive or proprietary information
- Encrypts files
 - Usually focuses on file types
- Ransom demand
 - Threat to leak or destroy data
 - Urgent deadline or clock
 - o Double extortion?



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Preliminary Considerations

- **Moody's**: Approximately 50% of all organizations hold cyber insurance. 65% of public sector organizations carry specialized cyber coverage, as do 57% of financial services companies.
- Fitch ratings: Spending on standalone cyber insurance coverage increased by 92% to over \$3.1 billion annually in the U.S.
- Cyber insurer premiums rose on average by 27.5% during the first three months of 2022.

- Leading drivers of premium increases: Increased data breach litigation and cyber crime including malware and other types of extortion.

 Approximately 66% of mid-sized organizations worldwide suffered a ransomware attack in 2021, compared with 37% in 2020.
- Approximately 8,100 cyber claims were paid in the U.S. in 2021, a 200% year-on-year increase.

Preliminary Considerations (cont'd)

The **average cost** of a data breach is approximately \$4.24 million.

Many insurers now require *at least* multifactor authentication, or the potential policyholder is deemed "virtually uninsurable", and a quote will not be provided.

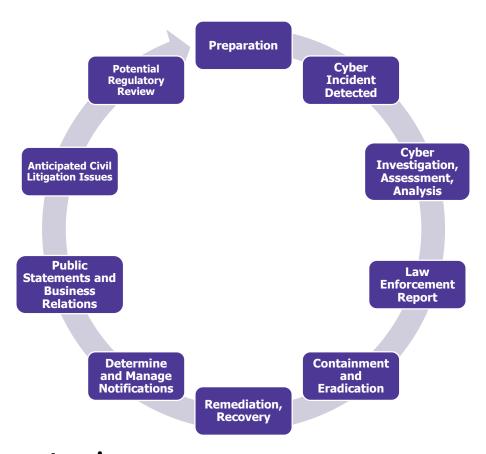
- Other requirements to obtain a quote and a policy: Stronger passwords; third-part vendor management; incident response plans; training of employees on phishing; penetration testing; system backups; endpoint detection.
- Cyber insurers often provide access to tools, assessments, consultations, and software to meet the requirements.
- Demonstrated cyber "hygiene" may be required for claims to be paid in the future. This may particularly be the case for malware and other extortion claims.

Preliminary Considerations (cont'd)

Cyber "loss ratio" -- the ratio of the claims paid by an insurer to the premiums earned -- were reported to be at 65% in 2021. That means that for every \$100 in cyber premiums received by insurers during 2021, \$65 was paid out in claims. Between 2015 and 2019, the number never rose above 48%. A loss ratio below 100% doesn't necessarily mean cyber insurers are earning profits since the number only considers direct claim payouts and not the other costs of running an insurance company like underwriting fees and legal and claims expenses.



Legal Issues Arising During Incident Response Phases





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Core Coverages: First-Party

Breach Response

Security Breach

Unauthorized use of the insured's computer system Denial of service attack affecting the insured's computer system Infection of the computer system by malicious code

Data Breach/Privacy Breach

Theft, loss, or unauthorized disclosure of personally identifiable or third-party information in the care, custody or control of the insured or a third-party for whom the insured is liable

· Payable policy benefits

Breach response costs

- Lawyers to advise the insured on reporting requirements
- Computer security expert to determine the existence, cause and scope of a breach
- · Cost of notifying potentially affected individuals
- Cost of establishing a call center
- Credit and identity fraud monitoring costs
- Public relations and crisis management costs

Data recovery costs

· Reasonable and necessary costs to regain access, replace or restore lost data following a breach

Core Coverages: First-Party

Cyber Extortion

- Responds to an extortion threat any threat to:
 - Alter, damage or destroy data
 - Perpetrate an unauthorized use of a computer system
 - Prevent access to computer data or a computer system
 - Steal, misuse or disclose personally identifiable information or confidential third-party information like trade secrets or magnetic strip information
 - Introduce malicious code into the insured's computer system or into a third-party system
 - Interrupt or suspend a computer system

Pays

Extortion payment made with insurer consent to prevent or terminate an extortion event Reasonable and necessary expenses incurred with insurer consent to prevent or respond to an extortion event

Business Interruption/Dependent Business Interruption

- Income loss and extra expense resulting from a security breach or an unintentional and unplanned interruption of the insured's systems
- Income loss and extra expense resulting from a security breach or an unintentional and unplanned interruption of the systems of a third-party that provides necessary products or services to the insured under a contract

Core Coverages: Third-Party Liabilities

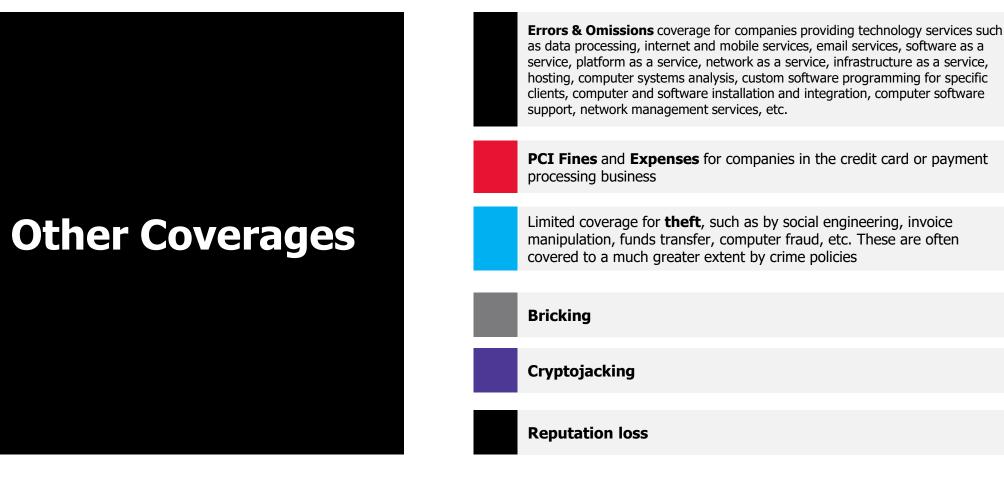
Data/Network Liability

- Responds to claims resulting from a security breach or a data/privacy breach
- Responds to claims asserting that the insured failed to comply with its privacy policies concerning the
 access, disclosure or maintenance of personally identifiable information

Regulatory Defense

- Responds to requests for information, civil investigative demands or proceedings brought by any federal, state, local or foreign governmental entity resulting from a security breach or a data breach/privacy breach.
 - Includes, usually by endorsement, to proceedings brought under consumer protection statutes like the California Consumer Privacy Act or the EU's General Data Protection Regulation





All cyber coverage is written on a "claims-made" basis. The policies typically contain "warnings" on the first page of text saying that:

 This policy's liability insuring agreements provide claims made and reported basis and only apply to claims first made against the insured during the policy period or the optional extension period (if applicable and reported to the underwriters in accordance with the terms of the policy).

That, however, is an understatement.

- The policy's "first party" coverages apply to breaches the insured first "discovers" and reports to the insurer during the policy period; and
- "Related claims" or "interrelated wrongful acts" provisions in the policy can bring claims "back in time" if they are "related" to prior claims.

Notice

Notice of "Circumstances"

- "With respect to any circumstance that could reasonably be the basis for a Claim, the Insured may give written notice of such circumstance to the Underwriters through the contacts listed for Notice of Claim, Loss or Circumstance in the Declarations as soon as practicable during the Policy Period."
- "Any subsequent Claim made against the Insured arising out of any circumstance reported to Underwriters in conformance with the foregoing will be considered to have been made at the time written notice complying with the above requirements was first given to the Underwriters during the Policy Period."

Notice of "Loss"

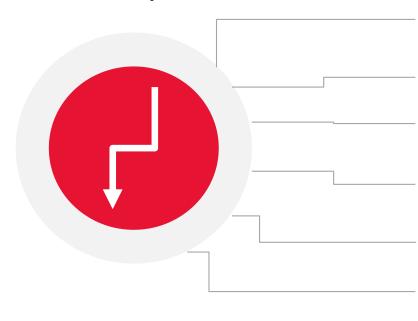
- With respect to Data Recovery Costs, Business Interruption Loss and Dependent Business Loss the Named Insured *must* notify the Underwriters through the contacts for Notice of Claim, Loss or Circumstance in the Declarations as soon as practicable after discovery of the circumstance, incident or event giving rise to such loss."
- "With respect to Cyber Extortion Loss, the Named Insured must notify the Underwriters via the email address listed in the Notice of Claim, Loss or Circumstance in the Declarations as soon as practicable after discovery of an Extortion Threat but no later than 60 days after the end of the Policy Period. The Named Insured must obtain the Underwriters' consent prior to incurring Cyber Extortion Loss."

Notice of "Claim"

• "The Insured *must* notify the Underwriters of any Claim *as soon as practicable*, but in no event later than: (i) 60 days after the end of the Policy Period; or (ii) the end of the Optional Extension Period (if applicable)."

Real World Examples

First Party "Loss"



Insured is in the possession of a substantial amount of personally identifiable information

Insurer learns on December 29 that its prime vendor suffered a serious data breach.

Then-current cyber policy ends on December 31.

Current cyber insurer sends a notice of non-renewal on December 30

Broker places a new cyber policy with effective date as of January 1

Insurer notifies both insurers of the vendor's breach event on January 14.

Non-renewing insurer:

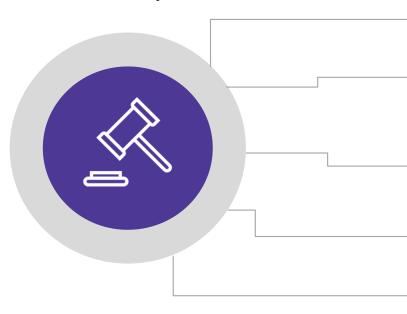
- Although the policy provides an automatic 60-day extended reporting period following a nonrenewal, this only applies to a third-party liability claim and not to a first-party loss.
- Notice was **not** provided during the policy period, and coverage is denied.

New insurer:

- Although notice of the claim was timely provided during the policy period, the insured knew of the existence of the vendor breach before the inception of the policy.
- Policy excludes coverage for any "loss" about which the insured knew before the inception of the policy.
- Coverage is denied.

No coverage is available under either policy.

Third Party "Claim"



Definition of "claim" included a governmental audit.

Policy contained a "related claims" provision deeming multiple claims arising from the same or a series of related, repeated or continuing acts, errors or omissions to be: (i) a single claim, (ii) first made when the first of the related claims was made.

Insured is subject to what it believed to be a routine audit. Does not notify its insurer.

Three years after the audit began, the government sends the insured a notice that it owes a substantial amount of money which qualify as "damages" under its policy.

Insured notifies its insurer of the government's claim for damages.

Insurer:

- The audit was a "claim" under the policy.
- The government's demand for money is a claim that is "related to" the prior claim.
- The date of the government's demand for money was the date of the audit for purposes of establishing the date of the "claim."
- Although notice of the government's demand for money was timely provided during the current policy period, notice of the audit was not provided during the period of the then-applicable policy.
- Notice was more than two-years late.
- Coverage is **denied**.

After "notice" of a first-party loss is provided

- The insurer may provide "breach response services."
- Even if the policy does not require the insured to use the insurer's "breach response services," the insurer might strongly suggest (or assume) that the insured use these services.

The services might involve the assignment of a "breach coach." A "breach coach" is typically a lawyer specializing in cyber security and privacy issues. One insurer says the following:

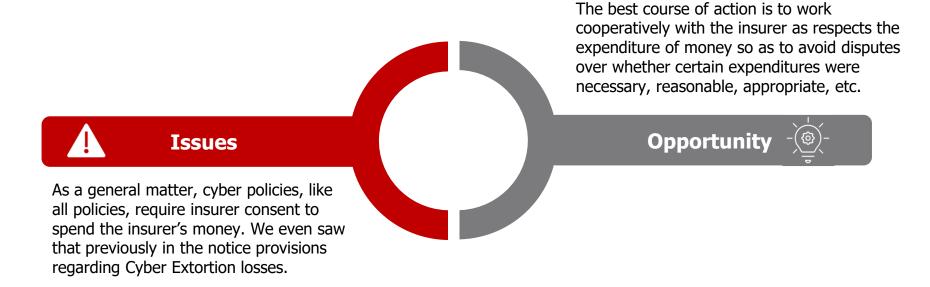
- "Often, a breach coach is the first responder, coupled with the claims professionals of the carrier, to help the company triage the event. They can help companies understand what needs to take place, the timeliness of what needs to take place, also, importantly, notification requirements."
- "A breach coach can help the company secure a trusted forensics company to investigate the data breach and determine the extent of the breach. The forensics investigation identifies the potential legal issues, which vary depending on the type of data exposed. Different notification requirements apply to Personally Identifiable Information (PII), Personal Health Information (PHI) and Payment Card Information (PCI)."
- "A breach coach can help secure crisis communications professionals to handle questions from customers, employees and the media, and establish a call center to answer inquiries from the public about identity monitoring and other questions."

Should an insured utilize the services of an insurer-appointed "breach coach"?

- There will not be disagreements over the rates at which the insurer will pay for the services of the "breach coach."
- For some, or even many, breach events, the "breach coach" arrangement may be entirely appropriate, beneficial, and economical.
- Other breaches, however, involve more difficult and sensitive issues, such as public company reporting to the SEC. The services provided by an insurer-appointed "breach coach" may be too general and particularized expertise may be required.

Best course of action: Consult with independent counsel to determine rights and responsibilities under the policy and whether acceptance of services provided by an insurerappointed "breach coach" is required or advisable under the circumstances.

Real World Examples: Consent Issues





Are Legal Protections in Place?

Attorney-Client Privilege

• The attorney-client privilege "purpose is to encourage full and frank communication between attorneys and their clients and thereby promote broader public interests in the observance of law and administration of justice. The privilege recognizes that sound legal advice or advocacy serves public ends and that such advice or advocacy depends upon the lawyer's being fully informed by the client." Upjohn Co. v. United States, 449 U.S. 383, 389 (1981).

Attorney Work-Product Doctrine

- Work prepared in anticipation of litigation by attorneys or representatives
 - Mental impressions, conclusions, legal theories, opinions.
- Fed. R. Civ. P. 26(b)(3)(A)(ii)
 - May be disclosed if "party shows that it has substantial need for the materials to prepare its case and cannot, without undue hardship, obtain their substantial equivalent by other means."

Range of Legal and Forensic Issues

- Was data "exfiltrated" or "accessed" or "acquired"?
- What data?
 - o PII, PHI, Contractual Information?
- Did a data "breach" occur?
- What notification requirements may be triggered?
- How to mitigate loss or damages?
- Conducting a risk assessment
- Compliance issues
- Obligations during third party vendor attack
- Issues to anticipate in a regulatory inquiry or investigation
- Issues for anticipated litigation



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Caution Concerning Changed Business and Legal Relationships

- "In sum, Capital One had determined that it had a business critical need for certain information in connection with a data breach incident, it had contracted with [a forensic provider] to provide that information directly to it in the event of a data breach incident, and after the data breach incident at issue in this action, Capital One then arranged to receive through [a law firm] the information it already had contracted to receive directly from [the forensic firm]. The Magistrate Judge, after considering the totality of the evidence, properly concluded that Capital One had not established that the Report was protected work product; and the Order was neither clearly erroneous nor contrary to law."
 - Memorandum Opinion and Order, In re Capital One Consumer Data Security Breach Litigation, 2020 WL 3470261 (E.D. Va. June 25, 2020).

Common Interest Communications

- Mutual interest in a common and joint legal pursuit of resolution and handling of claims
 - Factual and legal research
 - Exchange certain Confidential Information to support the Claim
 - Cooperate in a joint legal effort
 - Avoid waiving privilege, work product, investigative privilege or allowing any confidential information to be disclosed to third parties
- Common interest extension of the attorney-client privilege and the protection afforded by the work product doctrine



Most cyber policies have "war" exclusions under which coverage is barred if a cyber loss results from an act of war:

- The insurer is not liable for any claim or loss "alleging, based upon, arising out of, or attributable to war, invasion, acts of foreign enemies, terrorism, hijacking, hostilities, or warlike operations (whether war is declared or not), military or usurped power, civil commotion assuming the proportions of or amounting to an uprising, strike, lock-out, riot, civil war, rebellion, revolution, or insurrection."
- A question arises as to what qualifies as a "war"

Merck v. ACE American Insurance Company (N.J. Superior Court), January 13, 2022:

- Merck suffered more than \$1.4 billion in losses from the NotPetya malware attack in 2017. The attack was attributed to Russia's military intelligence agency deployed as part of its ongoing conflict with Ukraine.
- Merck's property insurers denied coverage based on a "war" exclusion in their policies precluding coverage for loss or damage
 - "caused by hostile or warlike action in time of peace or war, including action in hindering, combating, or defending against an actual, impending, or expected attack
 - "by any government or sovereign power (de jure or de facto) or by any authority maintaining or using military, naval or air forces"
 - "or by military, navel or air forces"
 - "or by an agent of such government, power, authority or forces"

The court held that the exclusion did not bar coverage: "Merck had every right to anticipate that the exclusion applied only to traditional forms of warfare."

Lloyd's Market Association's Cyber Business Panel published four cyber policy exclusions in November 2021 (prior to issuance of the *Merck* decision), which significantly broaden insurers' protection against "cyber operations" launched by governments or surrogates:

- The insurer will "not cover any loss, damage, liability . . . directly or indirectly occasioned by, or happening through or in consequence of a war or a cyber operation"
- The term "war" is defined as "the *use of physical force* by a state against another state . . . whether war be declared or not."
- The term "cyber operation" is defined as "the use of a computer system by or on behalf of a state to disrupt, deny, degrade, manipulate or destroy information in a computer system of or in another state."
- Attribution could be difficult. The exclusion looks at whether the "government of a state (including
 its intelligence and security services)" makes attribution "to another state or those acting on its
 behalf."

One problem is that "attribution" may be incorrect and it could change over time.

- Another problem is that the credibility of "attribution" could be in doubt. An attribution could be viewed as overly political. China and Russia, in particular, reject the legitimacy of attribution of cyber operations issued by the U.S. and allied governments as a matter of course.
- This would ultimately be a problem for the insurer, which has the burden of proving the applicability of an exclusion. In a litigated case governed by rules of evidence, the admissibility of "attribution" evidence could be challenging.



Key Vulnerability Areas to Consider

- Risk Assessment and Management Program
- Internal Controls, Policies, Procedures and Standards
- Access Management
- Training
- Third Party Vendors

- Governance
- Managing Cyber Incident
- Address Disclosure Issues
- Address Unique Jurisdiction
 Standards and Requirements
- Insider Trading Controls
- Legal Review of Key Phases

Prepared for All Cyber Incident Phases

- Before, during, and after a data breach.
- Data breach-prevention guidance.
 - Implementing policies and training regarding data breaches, including governance and risk assessments, data loss prevention, and vendor management.
- Guidance on managing data breach.
 - Conducting confidential, privileged cyber incident investigations.
- Regulatory enforcement investigations and actions by federal and state regulators.
- FCA investigations and cases
- Class action litigation or other litigation that often results from a data breach.
 - Successfully defended more than two dozen data privacy class actions either winning
 motions to dismiss or defeating class certifications in lawsuits brought after data breaches or
 based upon alleged violations of a company's privacy policy.



Ukraine Conflict Resources

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- Variety of complex and novel cyber investigations and cases
 - At DOJ, prosecuted and investigated nearly every type of international and domestic computer intrusion, cybercrime, economic espionage, and criminal intellectual property cases.
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