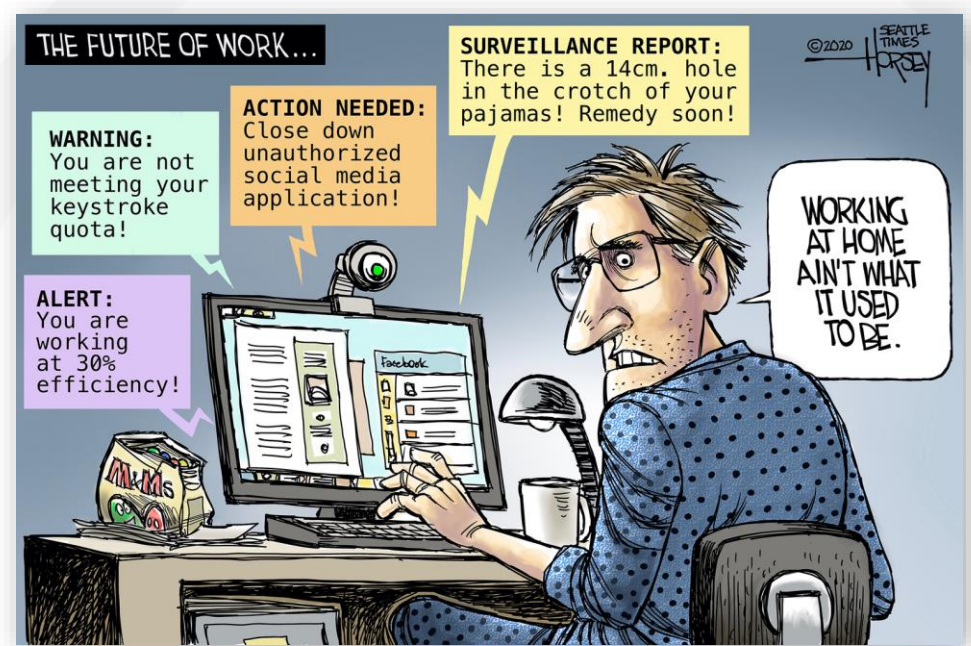


PERSONAL CYBER INSURANCE

Solving the Personal Lines Cyber Risk Gap





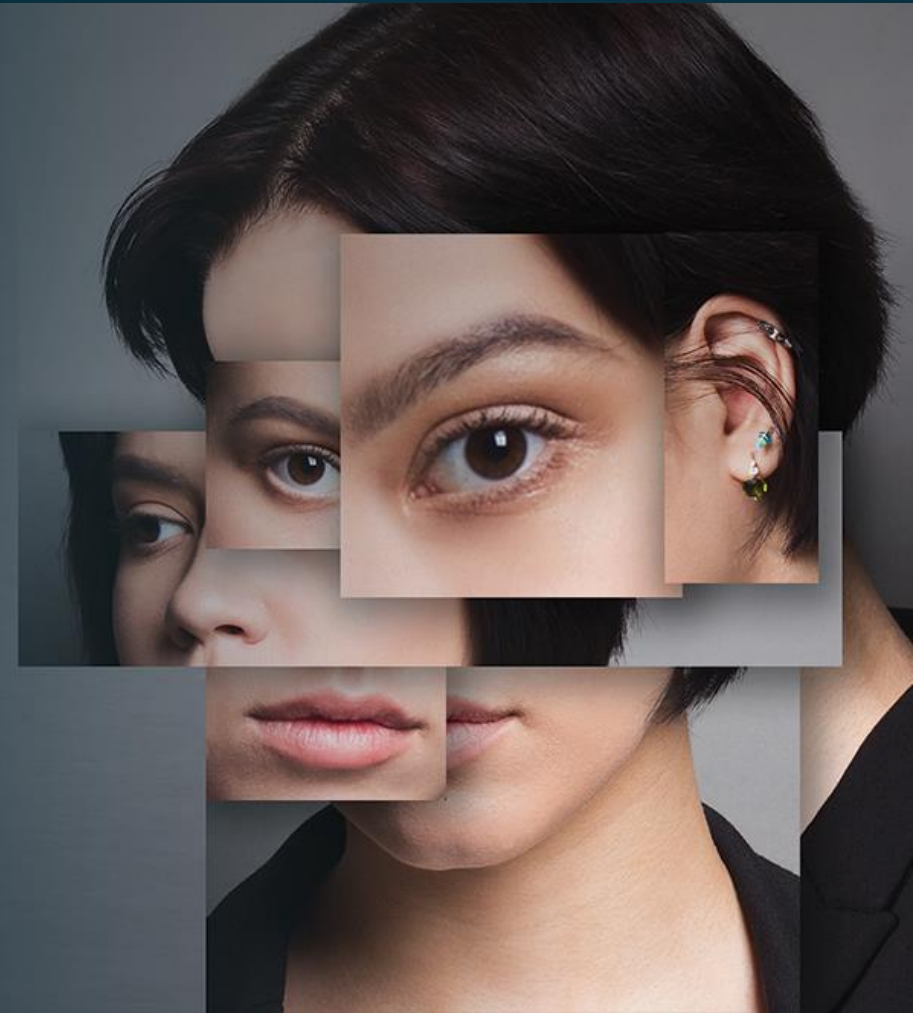
WORKING FROM HOME **INCREASES CYBER RISKS**

- **Post-pandemic, between 25-30% of workers may continue as remote workers, a 7X-8X increase over pre-pandemic numbers**
- **Phishing Emails increased +667% in one month**
- **One quarter of all employees have noticed an increase in fraudulent emails, spam and phishing attempts in their corporate email**



STOLEN PERSONALLY IDENTIFIABLE INFORMATION (PII)

- **Number of victims: 39 Million**
- **Cost to consumers: \$56 Billion**
- **Records compromised: 37 Billion**
- **Year over year increase: 141%**
- **Online Scam losses: \$4.2 Billion**
(Complaints to FBI increase: 48%)
- **Tax ID Fraud: \$2.3 Billion**
- **Fraudulent websites increase: 350%**
- **Vishing & smishing increase: 300%**
(PI captured in phone scams increase: 270%)



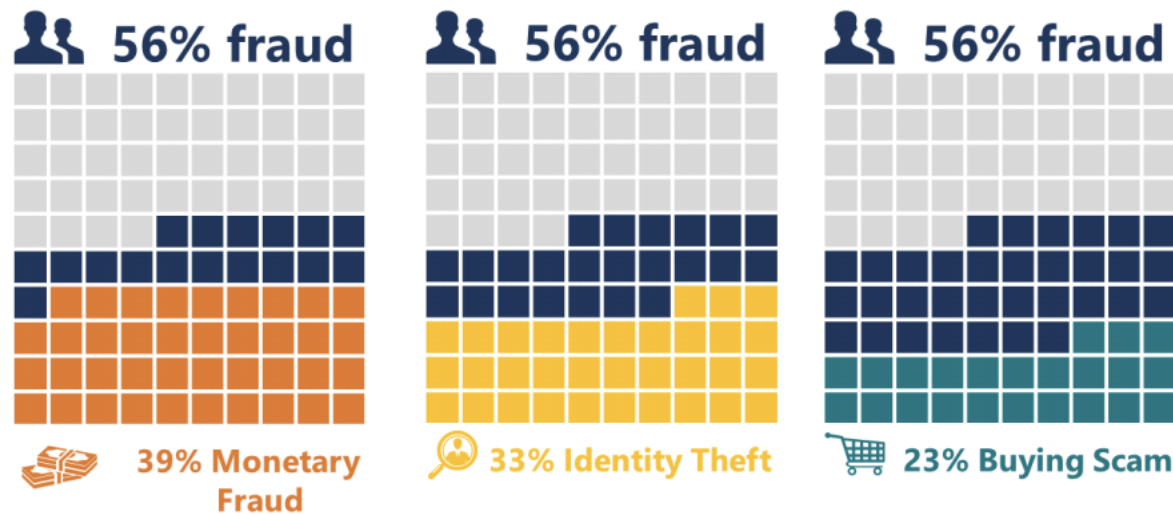
FRAUD VICTIMS ACROSS THE EU

56% of Europeans surveyed experienced at least one of these types of fraud/scams in the last two years.

MONETARY FRAUD

IDENTITY THEFT

SHOPPING SCAMS



Directorate-General for Justice and Consumers

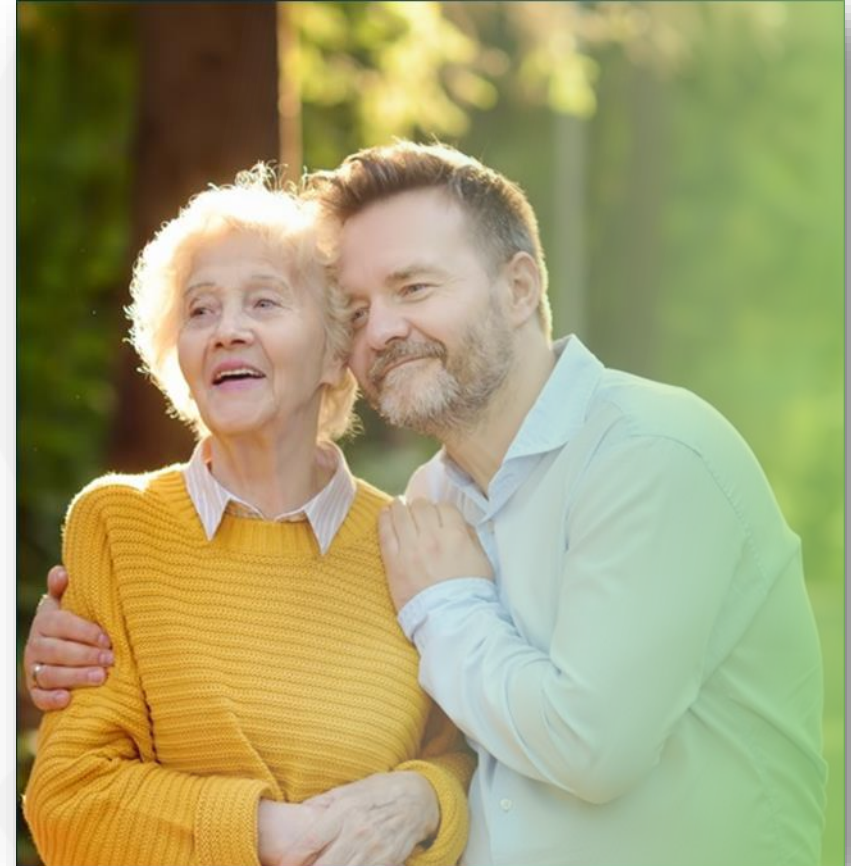
SENIOR FRAUD: A GLOBAL PROBLEM

Nearly 8 million cases in the **US** resulting in \$148 billion in losses

Elderly People in the **UK** Lost Over £4m to Cybercrime Last Year

France: 4-fold rise in online shopping scams last month (Dec 2020)

Senior citizens in **Denmark** are more at risk than any other group of losing money to online criminals



PERSONAL COST OF CYBER FRAUD



SOURCE | Various Industry Stats



SOURCE | *ITRC Identity Theft: The Aftermath 2018*



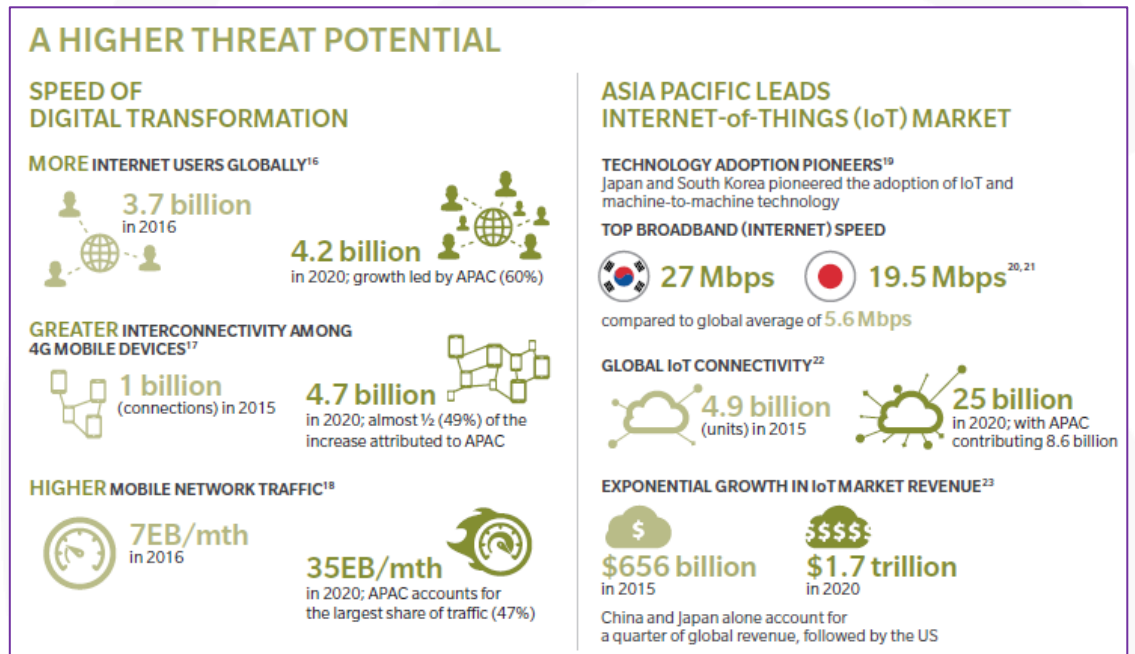
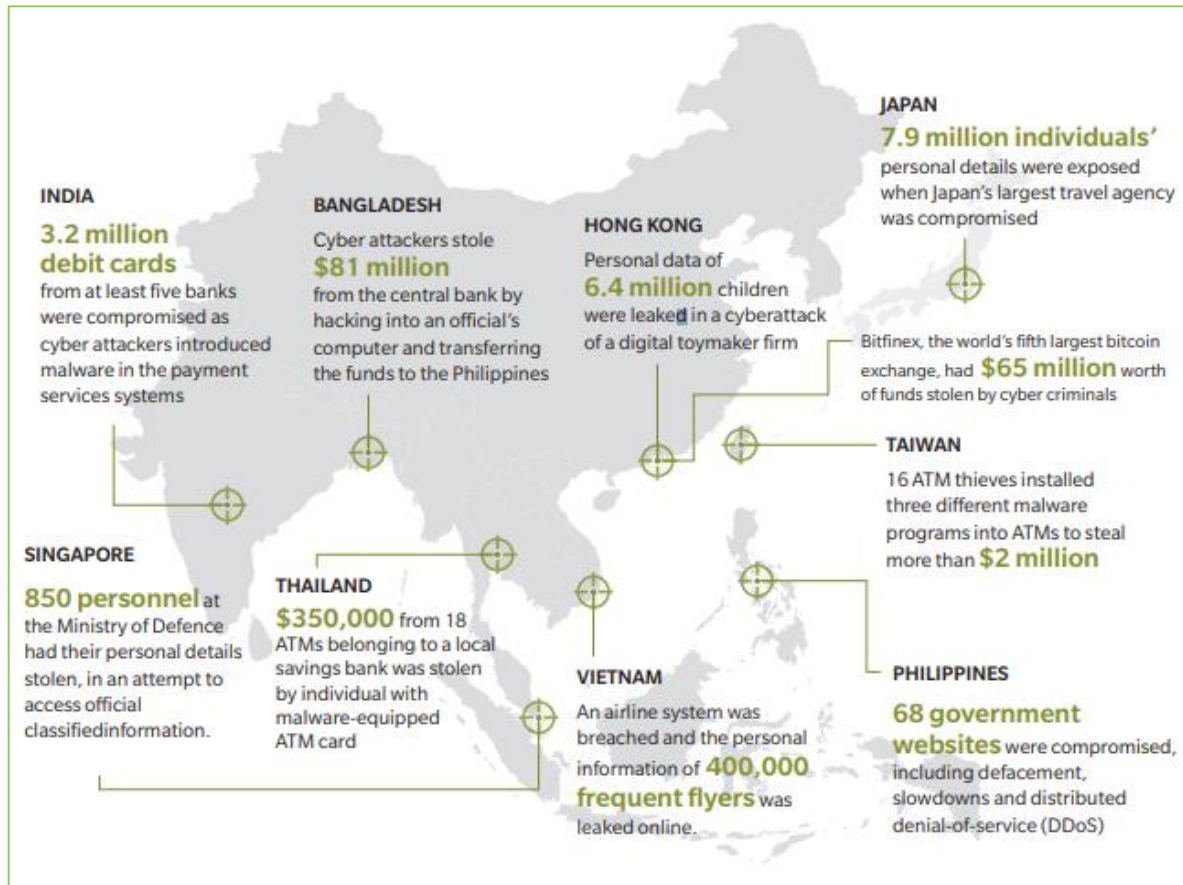
SOURCE | *U.S. Department of Justice*

1.4 Million
reported cases of
identity theft
fraud in 2020

\$3.3 Billion
lost to fraud

SOURCE | Federal Trade Commission

ASIAN CYBER RISK LANDSCAPE SNAPSHOT



Asia is 80 percent more likely to be targeted by hackers than other parts of the world. The number of high-profile cyber incidents has risen in recent years is a proof.

Reasons for the relatively higher cyber threat potential in APAC are twofold:

1. The growing speed and scope of digital transformation.
2. The expanding sources of vulnerability stemming from increasing IoT connectivity.

SOCIAL ENGINEERING SCAMS

Makes up **33% of all cyberattacks** on employees and their employers, **up 500%** in most recent reporting period¹

What is it?: psychological manipulation of people into performing actions or divulging confidential information like passwords and bank information. Candidates range from a corporate executive to an elementary school student.



1. 2020 Cyber Security Statistics The Ultimate List Of Stats, Data & Trends
<https://purplesec.us/resources/cyber-security-statistics/#SocialEngineering>

RANSOMWARE ATTACKS

In 2021, an attack will take place every **11 seconds**¹

The increased virtual environment of 2021 means employers and employees are at increased risk – as hackers are increasingly targeting home-workers in order to compromise their employer.

Additionally, for employees using devices for personal and business use, there's increased stress over losing digital family photos or videos.



1. <https://cybersecurityventures.com/top-5-cybersecurity-facts-figures-predictions-and-statistics-for-2019-to-2021/>

CONSUMERS TOP CYBERCRIME FEARS

Illicit access to **personal financial credentials**

Identity theft that leads to fraudulent purchases

Loss of **personal data**, files, photos, videos

Unauthorized publication of **private information**

Swiss RE Research Study, 2020



- **WHO DO HOMEOWNERS LOOK TO FOR CYBER HELP?**
- **TELCO?**
- **Bank?**
- **PC Manufacturer?**
- **Home security provider?**

Insurers have opportunity to address their policyholders' needs with advanced insurance coverage and expert services



THE PARTNERSHIP



REINSURERS CURRENTLY OFFERING PERSONAL CYBER TURNKEY PROGRAMS



hannover **re**[®]



TURNKEY COVERAGES



**Extortion & Reputation
Damage**
(Social Engineering,
Cyber Bullying)



**System & Data
Compromise**



**Identity Theft
& Fraud**



**Financial Fraud
& Loss**



**Online
Retail Fraud**



Ransomware



Liability Exposure

Always expert help:

Answer questions	Notify authorities	Liaise with banks & financial service providers	Determine if backups are available
Provide advice	Review account security	Assist with changing passwords	Refer to claims per pre-agreed process

CYBER-AS-A-SERVICE FOR PERSONAL LINES



Services

- **24/7 cyber helpline**
 - Proactive advice
 - Incident remediation
 - Fraud Resolution
- **Claims handling**

Education

- **Cyber Content**
 - Tips and guidance for cyber safety
 - Helpful articles and case studies
 - Training for sales agents

Tools

- **Credit monitoring**
- **Dark web monitoring**
- **Social media monitoring**
- **Password Protectors**
- **Data Back up storage**
- **Data Recovery**

PERSONAL CYBER INSURANCE SOLUTIONS

Small sampling of insurers that have introduced Personal Cyber to their personal lines insureds

The logo for univé, with 'univ' in green and 'é' in red.The logo for BSH, with 'B' in orange and 'SH' in grey.

Bảo hiểm Sài Gòn - Hà Nội

The logo for NFU Mutual, featuring a yellow tree icon inside a black circle.

NFU Mutual

The logo for ADNIC, featuring a blue and white stylized 'A' icon.

ADNIC
شركة أبوظبي الوطنية للتأمين
ABU DHABI NATIONAL INSURANCE COMPANY

Coverage bundles vary and limits can range €2k to up to €40k for HNW policies average limits around €12k/Retail premiums from gifted to €60.

WHAT ROLE DOES PERSONAL CYBER PLAY?

- **Growth / New Business**

- Attract new customers
- Increase average premiums
- Capture new segments like GenZ and Millennials
- Market differentiator which will fast become table stakes

- **Retention / Customer Service**

- Close coverage gaps/address silent cyber risks with affirmative offer
- Increase brand loyalty & relevancy w/ modern offerings
- Significant value in retaining customers with a positive, "claims free" customer support experiences
- Drive customer retention and competitor differentiation



CYBERSCOUT®

A **Sontiq™** Brand

THANK YOU

Let's Discuss What's Next.

Matt Cullina

Managing Director, Insurance Solutions

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