



Get to Know Coalition: Claims Approach



The unfortunate state of the world when it comes to cybersecurity is that nothing is or will ever be 100% secure, and that no one can defend themselves 100% of the time. Even with the very best risk management practices, cyber incidents can and will happen. And when they do, you need an experienced team by your side to help your business get back up and running.

Big "I" agents can provide their clients with just that-access to a dedicated incident response team through our new cyber insurance partner, Coalition. Cyber incidents come in many forms-from denial of service attacks, network breaches, and malware to extortion, funds transfer fraud, and privacy

breaches. When disaster strikes, you need a partner who can move swiftly, and who is armed with an experienced and committed team.

In the event of a breach, timely response to an incident is critical to mitigate loss. It can mean the difference between a road bump or a severe disruption of an organization's operations. With Coalition, your clients don't have to waste precious time coordinating between insurance companies and their third-party vendors. Coalition's incident response team is able to immediately begin identifying and containing an incident.

From easy claims reporting and payments that can be tracked right from Coalition's policyholder dashboard to an issue resolution process that gets companies back on track quickly, Coalition's claims philosophy is based on a foundation of trust, respect and transparency. Claims are managed proactively, fairly and with great care.

And for every claim that does get filed, there are hundreds of potential claims that never make it to the point of breach due to steps taken to strengthen a company's security footprint when issues are [flagged by Coalition at policy issuance](#) or via their [monitoring tools](#).

Should a client ever need to file a claim, Coalition helps policyholders understand their coverage and serves as an advocate for reimbursement. Better yet, they also help remove any roadblocks along the way.

Your clients can and should get in touch with Coalition **before** a claim. Take advantage of the expertise they offer as an on-call, cyber risk management partner. Whether your clients need guidance on how to manage cyber risk, or simply suspect an incident, Coalition's experienced team is available 24/7/365 by phone, email, or even live chat.

To learn more about Coalition's mission to "solve cyber risk," and begin quoting business today, log into www.bigimarkets.com and select "Cyber Insurance - Coalition" from the commercial products menu. You may contact Big "I" Cyber Liability Program Manager Carla McGee directly with any questions, or to have her walk you through a quote, at carla.mcgee@iiaba.net or (800) 221-7917.