

# ASTARA



# A positive claims handling experience is core to the Astaara offering



## First Response service

» Provided by Crawford



Dedicated Astaara/Crawford  
24/7 Hotline number:

+44 20 7781 8232

and

[londonCyber@crowco.co.uk](mailto:londonCyber@crowco.co.uk)

[claims@astaaragroup.com](mailto:claims@astaaragroup.com)

## Claims Management

» Claims managed by Axis  
as leaders



## Legal / coverage matters

» Provided by HFW



## Support & design for rebuild

» Provided by Astaara Risk Management and other suppliers to the insured



## How Astaara can support the insured?



### Key elements to claims handling

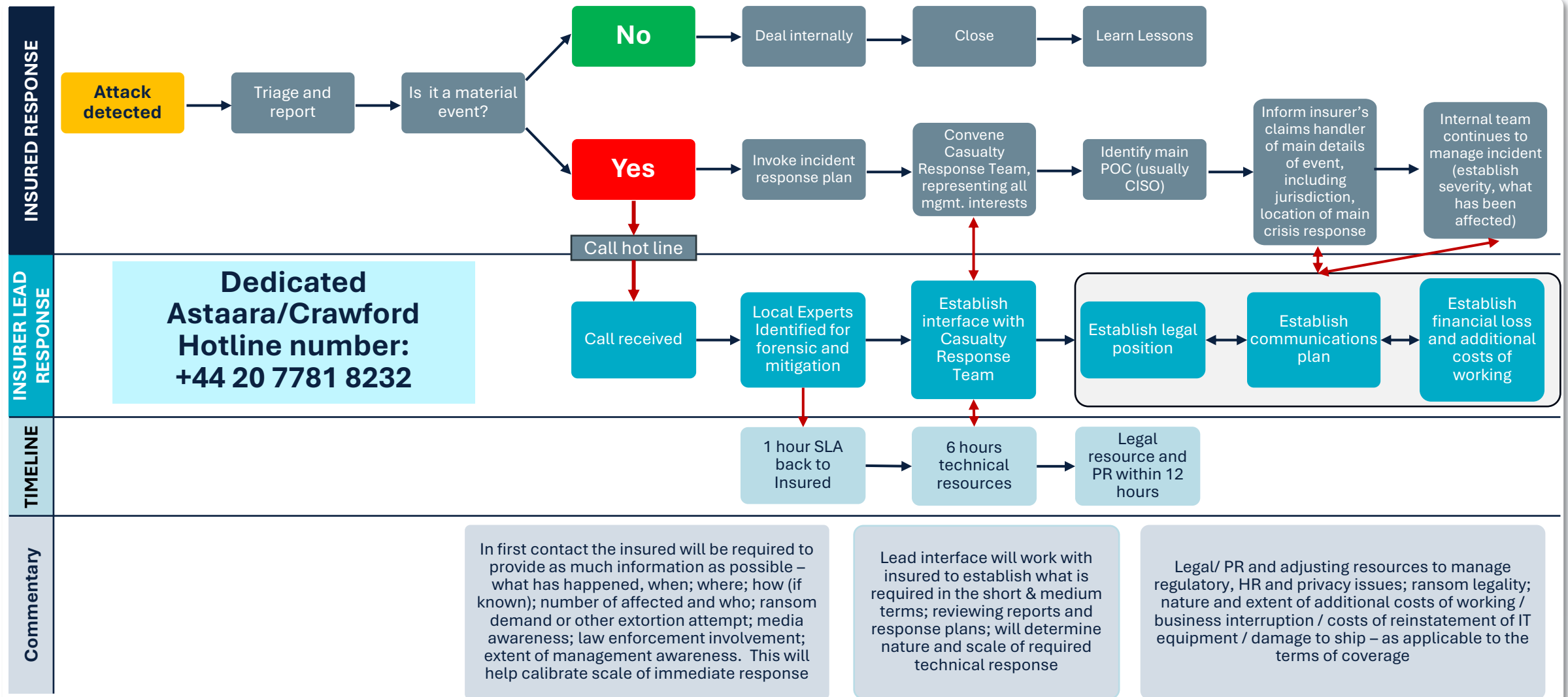
- » We understand and work with the approved business continuity plan of our insured
- » We have a panel of talent to assist the insured any where in the world whether a ship or shoreside incident which includes:
  - Crawford – hotline number
  - AXIS – are the claims handler
  - HFW – retained by Astaara for benefit of the Insureds
  - Astaara Risk Management – we understand your cyber posture as part of the on boarding process

### Key advice:

- » According to Microsoft <sup>(1)</sup>, in 97% of cases if your security has been breached, the ‘event’ will have finished within four hours (and in some cases 45 minutes), and you will not be able to stop it.
- » The key is to understand what has happened and what can be done to minimise business interruption, downtime, reputational damage and potentially negative regulatory repercussions.
- » Ransomware demands can be negotiated – initially they usually require payment within 72 hours.
- » Prior planning matters – the better the plan, the better the response

1. <https://www.unitrends.com/solutions/ransomware-education>

# How Astaara can support the insured during incident response





**1. Will Vendors always be available, or could turn down the requirement to work, and might require additional on boarding paper work which will bring in delay post incident response?**

All of our Vendors work under a contracted framework agreement – pre approved by Insurers. This imports the governance required around, capability, SLAs and rates to include arrangements for the on-boarding and delivery of services. It is an introductory relationship, as such SOWs are agreed directly with the Insured Customer to whom the advice and services are provided – the cost of which then forms part of the claim and is recoverable per the terms and conditions of the Policy. The Vendor retains the ability to turn down work on introduction – this is intentional to allow for conflict or capacity restraints. This is countered as we manage an extensive Vendor Network from which alternatives can be sourced.

**2. How do Insured know they will get the service they want – ie what are the performance metrics**

Our contracted terms and proactive management of any notified incident/claim ensures that response times are aligned to the needs of the matter 24/7/365. We have specific performance metrics attaching to our Insurer contracted arrangements which in turn flow through to the management of an incident and introduction of vendors. Initial discussions with Crawford commence within 1 hour of notification.

**3. What is the contracting position between Astaara/Axis and the subcontractors**

See the above. Astaara/AXIS contract with Crawford to provide specific services that incorporate access to our contracted Vendor Network.



Crawford Cyber



# Crawford Cyber Team

We provide specialist claims management services from the outset, while also being able to support any parallel Incident Response needs without conflict. We control costs and consistently deliver on brand promise with Crawford as Loss Adjuster and Incident Manager.



## First Notification of Loss

- Local and/or single global intake centre
- Dedicated telephone number
- Online reporting tool
- Available 24/7/365
- 200 languages
- Guaranteed response



## Claims Management

- Dedicated resource
- Trained and experienced team
- Triage to specialists as required
- Management of claim
- Global Management Information



## Crawford Incident Mgr

- Local crisis manager
- Project managed approach
- Expert led
- Single coordinator
- Selected individuals
- Triage to specialists as required



## Specialist Provider

- Contracted network
- Extensive services range
- Best-in-class
- Experienced
- Fast response
- Completed due diligence



## One Global Process

- Timely
- Consistent
- Flexible
- Solution driven
- Global breadth

- Launched in 2015
- Innovative, first to market, mature
- Truly global, scalable
- Surge capability (e.g. 2021 MS Exchange Vulnerability)
- Rapid growth, over 30 carriers
- Over 4000 cyber claims managed
- \$750M+ indemnity spend
- \$50M+ direct vendor spend



Key Contact:



Paul Handy  
Global Head of Cyber

M: +44 (0) 7827 879 187  
E: [paul.handy@crawco.co.uk](mailto:paul.handy@crawco.co.uk)

# Crawford Cyber Solution

Crawford helps control indemnity spend by appointing the appropriate level of resource (Incident Manager vs. Desktop) to the claim.



## Two Parallel & Complementary Claims Led Service Models

### Global Incident Response and Loss Adjusting

Key components comprise 24/7 FNOL, access to our accredited Incident Managers and contracted Experts. This solution is primarily positioned for the Global Corporate market or for larger risks.

### SME Incident Response and Claims Management

This model mirrors the Global Incident Response but builds in additional desktop Claims Management capabilities delivered at a local level. In developing this solution we recognise the need for effective and efficient response, whilst still providing access to the services needed to respond to the more complex incident.

- Legal
- IT Forensic
- Public Relations
- Credit Monitoring

### Specialists Appointed

May be introduced/appointed by IM or Cyber Hub as required by response needs

All Specialists to undertake initial triage and produce a documented record of proposed actions for approval subject to any delegated arrangements in place

## Specialist Loss Adjusters

Control costs and consistently deliver on brand promise with Crawford as Loss Adjuster and Incident Manager

- Crawford's primary role is that of a Loss Adjuster
- Our USP: We provide specialist claims management services from the outset, while also being able to support any parallel Incident Response needs without conflict
- Where required, Crawford can introduce experts from our vendor network to provide the Insured with immediate access to specialist advice to assist in the management of the incident per their entitlement under the terms of the Policy
- All of the above is strategically managed by the Crawford Loss Adjuster. This ensures a level of control over the claim and costs from the outset, delivering effective communication and reporting to all stakeholders
- Crawford's specialist expertise and experience supports the Insured in mitigating the incident to include containment, investigation and recovery phases through to resolution

# Managing a Successful Response

Crawford works with the insured to help coordinate and project manage the response to a cyber incident, including:

- Emergency assistance – 24/7/365 access
- Helps insured when most vulnerable
- Involving a specialist loss adjuster with experience in dealing with large and complex loss and claims matters
- Introduces specialist expertise to support containment, investigation, remediation and recovery phases
- Focus on immediate triage to produce effective discovery and solution plans to support, guide and assist the Insured in responding and ultimately restoring the business
- Pre-approved vendors – Legal, IT Forensic, Extortion and PR etc

All of the above is undertaken with a view to mitigating the impact of the incident, whilst controlling cost and spend from the outset



● Blue indicates services performed directly by Crawford

## Specialist Cyber BI Forensic Accounting Services

Crawford Forensic Accounting Services (CFAS) can provide expert quantum services for Cyber BI (Business Interruption) claims ranging from small SME losses to multi-jurisdictional, multi-million dollar losses.

### Key Features of Crawford's Cyber BI Services

- Early appointment aligned to initial triage and discovery of circumstances to support decision making
- Mitigation of financial risk and exposure as a core driver of our response model
- Specialist expertise in complex Cyber BI quantification
- Establish cause and effect between event and resulting financial losses
- Integrated services combined with our wider Crawford Cyber Solution
- Proven experience with true global reach
- Deploy expertise to insured and uninsured environment



66 qualified accountants with unparalleled language and cultural diversity supported by the global Crawford network

Over 1M hours combined specialist forensic accounting experience in the service of insurers and their clients

400+ Cyber BI claims experience in the last three years

Cyber BI forensic accounting work supported by the Crawford Cyber Solution currently rolled out to over 30 major carriers worldwide

# About Crawford & Company<sup>®</sup>

For over 80 years, Crawford has led the industry through a relentless focus on people and the innovative tools that empower them.

**9,000** employees | **50,000** field resources | **70** countries | **\$18B+** claims managed annually



## **OUR PURPOSE:**

To restore and enhance lives, businesses and communities



## **OUR VALUES: RESTORE**

Respect, Empowerment, Sustainability, Training, One Crawford, Recognition, Entrepreneurial Spirit

The table identifies the 3<sup>rd</sup> parties that Crawford work with to provide the right technical support at the right time



A world class response capability

Crawford & Company contracts with select vendors to provide specific services and subject matter expertise as part of our incident management solution.

Please speak with a Crawford Cyber team member for specific details on coverage within a given region.

### Crawford & Company Vendor Network (1/3)



IT Forensics	Geographic Coverage					
	US	Canada	LatAm	EMEA	Asia	Australia/New Zealand
Ankura	✓	✓	✓	✓	✓	✓
Black Panda					✓	
CCL Group				✓		
Coinnect SA				✓		
Crowdstrike	✓	✓	✓	✓		
Cyberclan	✓	✓		✓		
Grant Thornton	✓	✓	✓	✓	✓	✓
InfoGuard				✓		
INQUEST				✓		
Kroll	✓	✓	✓	✓		
Mandiant Consulting Services (part of Fire Eye)	✓	✓	✓	✓	✓	
Northwave				✓		
S-RM	✓	✓		✓		
SecureWorks	✓			✓	✓	
Stroz Friedberg	✓	✓	✓	✓		
TrueSec AB				✓		
WithSecure				✓		

The table identifies the 3<sup>rd</sup> parties that Crawford work with to provide the right technical support at the right time



A world class response capability

Crawford & Company contracts with select vendors to provide specific services and subject matter expertise as part of our incident management solution.

Please speak with a Crawford Cyber team member for specific details on coverage within a given region.

### Crawford & Company Vendor Network (2/3)



Extortion / Ransomware Negotiations	Geographic Coverage					
	US	Canada	LatAm	EMEA	Asia	Australia/New Zealand
Kroll	✓	✓	✓	✓		
Northwave				✓		
S-RM	✓	✓		✓		✓

Restoration & Recovery Services	Geographic Coverage					
	US	Canada	LatAm	EMEA	Asia	Australia/New Zealand
Fenix 24	✓	✓	✓	✓		
InfoGuard				✓		
Northwave				✓		
S-RM	✓	✓		✓	✓	✓

Data Mining Services	Geographic Coverage					
	US	Canada	LatAm	EMEA	Asia	Australia/New Zealand
Ankura	✓			✓	✓	
Integreon	✓			✓	✓	

The table identifies the 3<sup>rd</sup> parties that Crawford work with to provide the right technical support at the right time



A world class response capability

Crawford & Company contracts with select vendors to provide specific services and subject matter expertise as part of our incident management solution.

Please speak with a Crawford Cyber team member for specific details on coverage within a given region.

### Crawford & Company Vendor Network (3/3)



Legal Services	Geographic Coverage*					
	US	Canada	LatAm	EMEA	Asia	Australia / New Zealand
BakerHostetler Baker Law	✓					
Clyde & Company	✓	✓	✓	✓	✓	✓
CMS Cameron McKenna	✓	✓	✓	✓	✓	✓
Dentons	✓	✓	✓	✓	✓	✓
DLA Piper	✓	✓	✓	✓	✓	✓
DZP				✓	✓	
HBA Legal						✓
Kennedys Law LLP	✓		✓	✓	✓	✓
Kennedy Van der Laan				✓		
Norton Rose Fulbright	✓	✓	✓	✓	✓	✓
RPC				✓	✓	

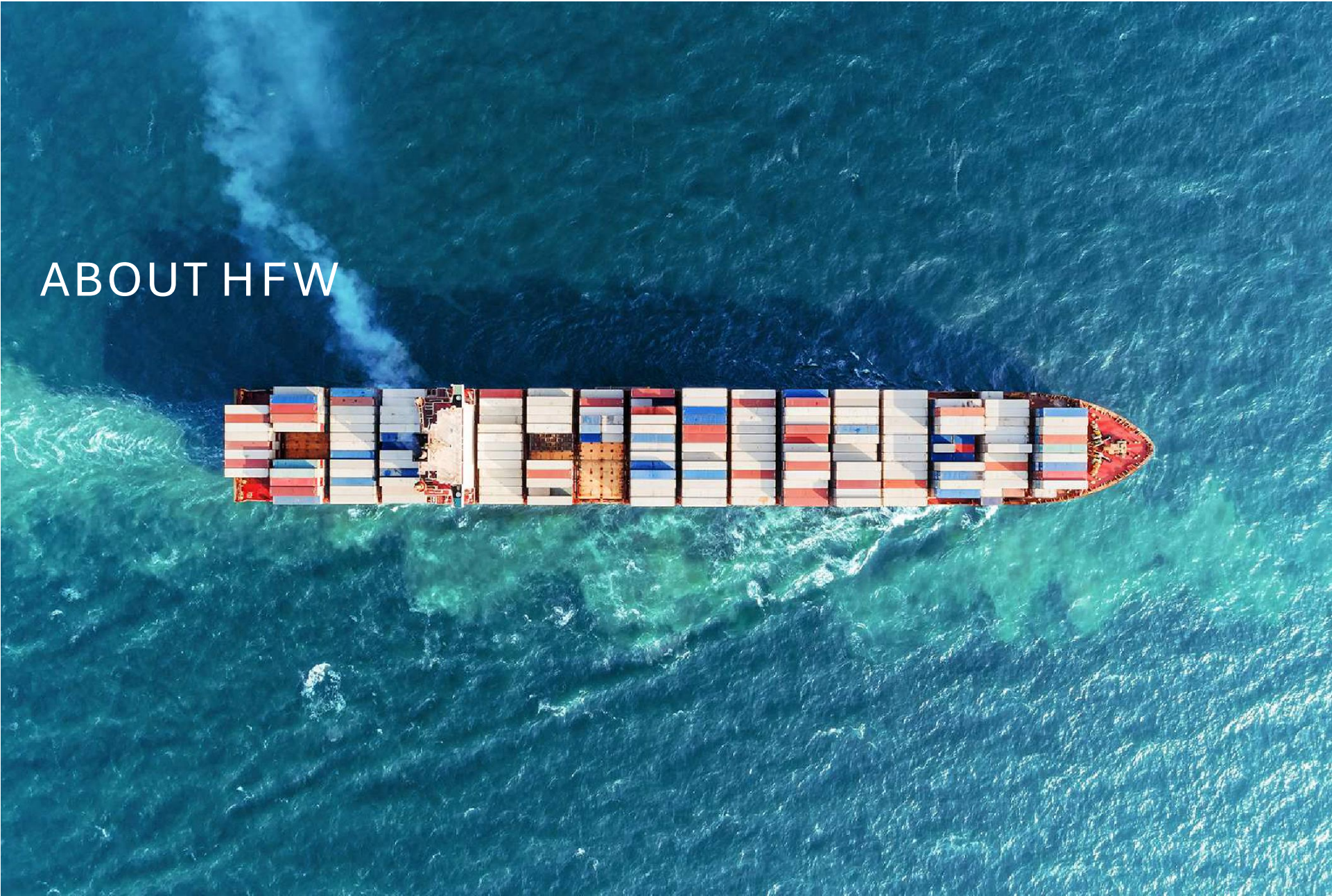
  

Public Relations	US	Canada	LatAm	EMEA	Asia	Australia / New Zealand
Artemis Associates				✓	✓	
FleishmanHillard	✓	✓	✓	✓	✓	✓

Data / Credit Reporting Services	US	Canada	LatAm	EMEA	Asia	Australia / New Zealand
Experian	✓	✓	✓	✓	✓	✓

# ABOUT HFW



# ABOUT HFW

HFW is an international law firm that was founded over 140 years ago. We have the legal knowledge, the experience, the international reach and the commercial focus to advise on all aspects of international commerce.

Directories such as Chambers and Legal 500 attest to the high regard in which we are held by our clients worldwide for our expertise in the London and international markets. Both directories consistently rank HFW as Tier 1 in shipping each year. Our clients are 'pleased with the flexibility and efficiency of the team and the dedication the lawyers show towards client satisfaction'.

We are an entirely sector-focused firm with an intimate knowledge of our clients' businesses and the sectors in which they operate. Unlike many other law firms, our lawyers are grouped into sector teams to build upon and leverage our industry knowledge for the benefit of our clients. That means that we are able to advise clients knowledgeably about strategy as well as on individual deals and disputes.

HFW is pre-eminent in shipping work, having one of the world's largest practices in this area and consequently a wealth of experience in the field. The range and calibre of clients we represent are testimony to our continuing success and global reputation in the shipping and transport industry.

HFW's cross-jurisdictional expertise in maritime risk, crisis management, insurance and regulation expertise mean that HFW is ideally placed to assist with any cyber-related query, and should you be faced with an attack, HFW's renowned international cyber response team can provide a 24/7 response. Further detail on the support we can offer follows.



We widely regarded as the leading law firm globally that responds to incidents in complex and hostile environments.

**BAND 1**

SHIPPING: CHAMBERS UK 2024



# GLOBAL REACH

ENTREPRENEURIAL | CREATIVE | COLLABORATIVE



HFW's combined global reach is extensive with 21 office locations across Asia, Australia, the Middle East, Europe and the Americas. We provide a global and seamless service 24 hours a day.

Hong Kong   Melbourne   Perth   Shanghai   Shenzhen   Singapore   Sydney	7 Offices
Brussels   Geneva   London   Monaco   Paris   Piraeus	6 Offices
Abu Dhabi   Dubai   Kuwait   Riyadh	4 Offices
British Virgin Islands   Houston   Rio de Janeiro*   Sao Paulo*	4 Office

\*in cooperation with HFW



## **#ResilienceandRecovery**

Business conducted on behalf of Non-EEA is undertaken by Astaara Underwriting, a trading name of Astaara Underwriting UK Limited which is an appointed representative of Davies MGA Services Limited, a company authorised and regulated by the Financial Conduct Authority under firm reference number 597301 to carry on insurance distribution activities. Astaara Underwriting UK Limited is registered in England and Wales company number 12570450. Registered office at 5th Floor 20 Gracechurch Street, London, United Kingdom, EC3V 0BG.