

CASE STUDY

National Law Firm Hit by Business Email Compromise



COMPANY

National UK Law Firm

REVENUE

£150M

KEY COVERAGES

Breach response
Crisis management
Public relations

Business email compromise events can sometimes seem fairly innocuous; however, forensic investigation is worthwhile to determine how serious an incident is and what information has been compromised.

The law firm fell victim to a business email compromise caused by a successful social engineering attack. They discovered the incident when clients started to contact them to let them know they were receiving suspicious looking emails.

Our forensic experts, Coalition Incident Response¹, and legal experts were immediately engaged. Initially, it was thought that the threat actor was simply using the law firm's email account as a springboard to launch more phishing email campaigns; however, the forensic investigation discovered that the breach went further and that the attacker had been inside the email account looking for usable information and accessing confidential documents and personal data.

This led to legal obligations for the law firm, including notifying the Information Commissioner's Office (ICO) and individuals whose personal data had been compromised. A PR expert was engaged to assist with communications.

By immediately engaging the correct help, we were able to quickly contain the incident, determine the extent of what had happened, and provide additional support where needed. Our claims team worked quickly to coordinate all experts, to ensure a seamless process and fast action in what was a stressful scenario for the policyholder.

Lesson Learned: Not all business email compromise is straightforward

Business email compromise events can sometimes seem fairly innocuous; however, forensic investigation is worthwhile to determine how serious an incident is and what information has been compromised. This is especially important for law firms where sensitive and personal data is regularly processed.

1. Breach response included the engagement of an incident response firm; the insured selected Coalition's affiliate, Coalition Incident Response via firm panel.

The claim scenarios described here are intended to show the types of situations that may result in claims. These scenarios should not be compared to any other claim. Whether or to what extent a particular loss is covered depends on the facts and circumstances of the loss, the terms and conditions of the policy as issued and applicable law