

CASE STUDY

Dental office avoids ransom payment but incurs business interruption costs


INDUSTRY

Healthcare

EVENT TYPE

Ransomware

REVENUE

\$100M+

LOCATION

United States

EMPLOYEES

3,000+

COVERAGES

- Cyber Extortion
- Breach Response
- Business Interruption

A nationwide dental company was confronted with a ransomware event impacting more than 50 offices across the U.S. Within 24 hours, they reported it to Coalition Claims¹ and engaged with breach counsel and one of our panel vendors for incident response.²

Because they maintained viable data backups at each location, the dental company was able to quickly start restoring data at the impacted offices and avoid paying the ransom to cyber criminals. Though the incident response was relatively uncomplicated from a technical standpoint, the number of offices and involved parties at each location made the process more challenging.

During the restoration process, the company experienced an unrelated distributed denial-of-service (DDoS) attack. Since the incident response firm had already deployed endpoint monitoring, they quickly remediated the attack to ensure it caused no further damage to the dental company.

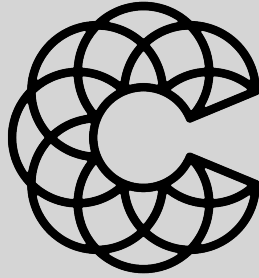
Given the complicated restoration process, the company experienced business interruption across the impacted locations for five days. Their Business Interruption Coverage kicked in after their self-insured retention of \$25,000, which included data restoration costs and totaled \$430,624.

To comply with HIPAA regulations, the dental office reported the incident to the Department of Health and Human Services and the state attorney general. They also sent notifications to a handful of impacted patients.

Coalition brings together active monitoring, incident response, and comprehensive cyber insurance designed to help mitigate your organization's cyber risk. To learn more, visit coalitioninc.com.

¹ 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.

² Breach response included the engagement of an incident response firm; the insured selected one of our preferred panel vendors.



Coalition[®]

COALITIONINC.COM

COALITION INSURANCE SOLUTIONS, INC.

44 MONTGOMERY STREET, SUITE 4210, SAN FRANCISCO, CA 94104

HELP@COALITIONINC.COM

Insurance products are offered in the U.S. by Coalition Insurance Solutions Inc. ("CIS"), a licensed insurance producer and surplus lines broker, (Cal. license # 0L76155) acting on behalf of a number of unaffiliated insurance companies, and on an admitted basis through Coalition Insurance Company ("CIC") a licensed insurance underwriter (NAIC # 29530). See [licenses](#) and [disclaimers](#).

Copyright © 2024. All rights reserved. Coalition and the Coalition logo are trademarks of Coalition, Inc.