



CASE STUDY

Cyberscout helps CPA firm protect clients and reputation after third-party breach

HOW THE BREACH OCCURRED:

A CPA firm was concerned about its client data when a website to which it referred its clients experienced a breach. Nine of the firm’s business clients were impacted. Although the firm itself didn’t suffer an attack and wasn’t required to respond, it wanted to be diligent and reassure its clients that its systems were secure. Cyberscout, a TransUnion brand, helped them do this easily and effectively.

HOW CYBERSCOUT HELPED:

The CPA firm’s insurance policy included breach response services as part of the cyber coverage offered by their carrier. Cyberscout’s breach response team responded swiftly to mitigate concern and loss, speaking with the CPA firm directly, even after working hours.

Cyberscout assured the firm that the third party had taken all the correct legal steps in response to the breach and helped the firm communicate with clients that had used the third-party website, offering them advice and support.

INDUSTRY TYPE

Insurance

BREACH

Third-party website breach

AFFECTED INDIVIDUALS

25-27 business clients

CYBERSCOUT RECOMMENDED THE FIRM:

- Scan its network system for vulnerabilities or any other unusual activity in order to further assure clients that they were protected.
- Request a redacted copy of the breach notification letter used by the breached website so that if impacted clients reached out, the firm could have knowledgeable and productive discussions with them.
- Offer to assist clients who became victims of tax fraud by helping them file Form 14039, an identity theft affidavit, and secure an IRS personal identification number for filing next year, along with other steps.

To help the insured communicate more effectively with its clients, Cyberscout drafted its notification letter.

Cyberscout also conducted a three-day follow-up, recommending that the firm verify that its electronic filing identification number (EFIN) was not compromised as a result of the breach.

RESOLUTION

While a breach is never good news, the CPA firm found that Cyberscout's effective resolution took the sting out of the aftermath. In addition to Cyberscout's overall VIP treatment, the insured:

- incurred no billable services or additional costs
- required no additional follow-up, and
- received support and closure in a timely manner — less than a week.

While not every claim can be settled so easily and at no cost, CyberScout's response demonstrates how it does business and its value as a reliable, trusted partner offering knowledgeable assistance following a breach.



Learn how we can help you deliver the cyber protection your consumer and business customers seek by visiting us at sontiq.com/cyber-insurance-solutions.