



FORENSIC ACCOUNTING & INSURANCE CLAIMS CONSULTING

Cyber Insurance Claims Services

**COMPLEX LOSS MEASUREMENT
AND CLAIMS PREPARATION**



About Us

Navigating Claims with Expertise

Ankura's Forensic Accounting & Insurance Claims Consulting (FAICC) practice is dedicated to assisting clients in the quantification and evaluation of business interruption and extra expense related to first-party claims, third-party claims, and litigation. Our team has the expertise to address challenges that may arise in accounting for all areas of a loss, including quantifying and documenting the claim, presenting the claim to underwriters, and managing the claims process to achieve an equitable claim settlement.

Building Trust through Experience

Through successful management of thousands of claims, we have established a strong reputation for delivering results among risk managers, brokers, insurance adjusters, underwriters, attorneys, and other claims professionals. Our practice leadership is comprised of individuals with over 30 years of experience, who have represented both insurers and policyholders during their careers and understand the unique concerns of both parties.

Providing Tailored Solutions

Clients find our professional approach, expertise, and assistance with the often time-consuming claims process invaluable. We focus on each client's specific situation and custom tailor our approach to our client's operation rather than using a predetermined "canned" methodology. Our clients include domestic and international companies of all sizes across industries.

Cyber Focus

As we navigate the growing complexities of the digital era, our capabilities extend beyond traditional claims to include a specialized focus on cyber-disruptions, including data breaches, ransomware, and data exfiltration. We maintain a proven track record of preparing and successfully recovering cyber-related commercial large-scale claims.

Comprehensive Support

Our team supports clients throughout the entire claims process, from the initial evaluation and planning, to claim preparation, submission, and audit, to achieving an equitable settlement. We leverage not only our own experience with cyber insurance claims, but also the experience of experts across the firm, including our Cybersecurity & Privacy Services practice.

CERTIFICATIONS

Certified Public Accountant

Certified Fraud Examiner

Certified in Financial Forensics

Chartered Global Management Accountant

Certified Valuation Analyst

Chartered Accountant

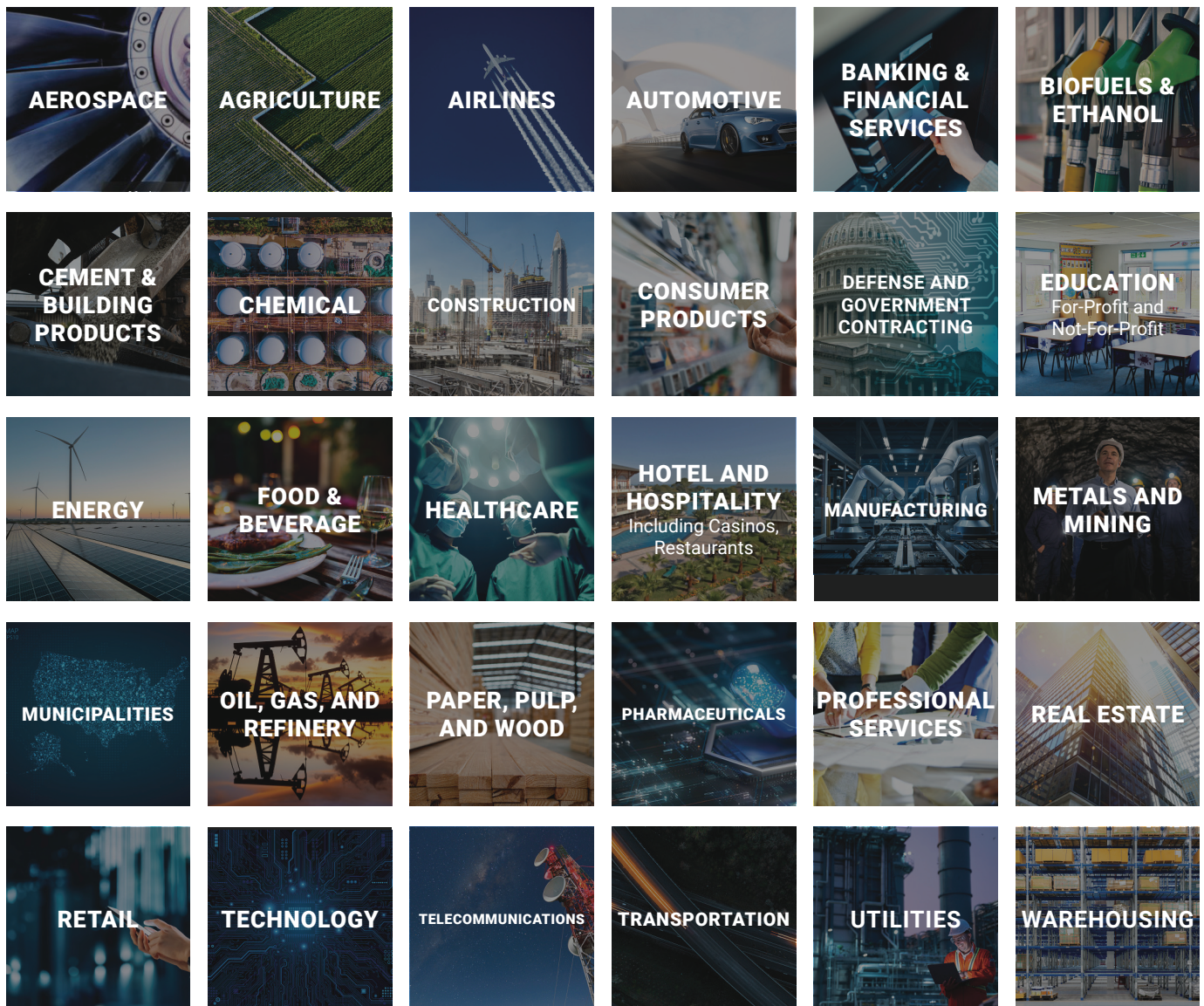
Independent global professional service firm solely aligned with our clients' interests ensuring **unbiased** and **client-focused solutions**

25+ AVERAGE YEARS OF SENIOR PROFESSIONALS' EXPERIENCE

5,000+ CLAIMS MEASURED

Unparalleled Sector Experience

Our team of claims experts bring extensive experience in the preparation of all types of claims, domestically and globally. We work with multinational Fortune 100 companies as well as privately held companies across all sectors, including:



Representative Engagements



Prepared the business interruption and out-of-pocket costs claims following a ransomware attack on a national public hospital system, impacting over 25 major hospitals across the United States. Patient care continued utilizing pen-and-paper charting while systems were down; however, some hospitals were placed on Emergency Room diversion, resulting in decreased patient volume and increased costs. Measurement included losses during the outage and ER diversion, as well as continuing losses due to reputational harm.



Measured the business interruption and extra expense claim for a renowned luxury hotel impacted by a Labor Day weekend cyber-attack. Losses included systems recovery and restoration expense, retail inventory loss, incremental labor costs, and business interruption. Measurement complexities included a lack of hotel data for the period surrounding the loss due to the attack and insufficient or incorrect personal information gathered from hotel guests to secure manual payments while systems were down, resulting in significant noncollectable amounts from guests.



Measured and prepared the business interruption and extra expense claim of a public tertiary education institution related to a ransomware attack. The event impacted all systems, crashing the client's online instructional programs as well as negatively impacting the ensuing semester's enrollment. Measurement complexities included properly forecasting credit hours, absent the loss, given impacts to the operations caused by COVID-19.



Developed a comprehensive cyber claim for a regional gas station and convenience store company which suffered a companywide cyber event. The systems of hundreds of stores were disrupted for several weeks. Claim elements included IT and incident response and recovery costs, business interruption stemming from lost fuel and convenience store sales, and incremental freight and distribution expenses.



Measured and prepared the cyber claim for an American retail clothing chain specializing in high-quality, value-priced clothing, accessories, and home décor after enduring a system-wide cyber event. Disruptions in their supply chain from the incident resulted in a loss of sales and corresponding business interruption measurement. Other claim elements included IT and incident response and recovery costs, breach notification costs, and extra expenses incurred.



Prepared the business interruption and extra expense claim for a wholly-owned regional carrier of a major U.S. airline which experienced a technology system incident that impacted its operations and resulted in the cancellation of approximately 3,000 flights. Measurement included the determination of mitigation of lost regional revenue via the mainline airline, saved fuel and operating expenses, and additional expenses to accommodate passengers due to cancellations.



Additional Services



APPRAISAL/ UMPIRE

Our professionals are frequently asked to serve as appraisers and/or umpires in claim appraisals. These include matters in which we were directly involved in the initial claim submission, as well as matters in dispute where we had no prior involvement.



LITIGATION AND INVESTIGATION SERVICES

Ankura stands among the world's most experienced firms in providing expert testimony with globally recognized experts from business, academic, and government fields along with specialists who leverage their experience to provide sound conclusions on high-stakes litigation and internationally recognized matters. We bring functional expertise, industry depth, and global experience to support companies and counsel throughout all phases of litigation, arbitration, and regulatory proceedings. Our credible and credentialed experts develop and deliver sound and compelling analyses, opinions, and solutions enhanced by leading technology.



THIRD-PARTY MATTERS

Ankura professionals assist clients with claims involving damages caused by third parties regardless of any potential insurance coverages. In addition, we have extensive experience representing companies in claims brought against them by third parties, including customer claims related to product recall/product liability matters.



CYBER INCIDENT RESPONSE PLANNING

Ankura collaborates with all the stakeholders of your organization to develop a comprehensive and actionable cyber incident response plan that follows industry standard best practices while assuring that your plan is customized for your organization, thereby ensuring practical resilience. Ankura can also document relevant "play books" that incorporate pertinent procedural components into your incident response plan, making your incident response much more efficient and effective.



DATA AND TECHNOLOGY

Ankura's team of leading practitioners recognizes tomorrow's problems as opportunities for change and growth. We design innovative solutions to capture these opportunities, using an approach grounded in big data, technological prowess, and sophisticated analytical thinking. Our unique blend of technical skills, subject-matter expertise, and cross-functional experience along with our proven track record enables us to deliver complete, creative, and insightful solutions that support the world's leading organizations, governments, and law firms.

ankura | Global Reach

DELIVERS RESULTS AROUND THE WORLD

35+ locations with projects in **115+** countries. **44** languages spoken.



 Ankura Office Locations

• Ann Arbor • Atlanta • Beijing • Boston • Brussels • Chicago • Dallas • Denver • Dubai • Fairfield • Frankfurt am Main
• Gurugram • Hong Kong • Houston • Irvine • London • Los Angeles • Melbourne • Miami • Mumbai • Nashville
• New York • Perth • Philadelphia • Phoenix • Riyadh • San Francisco • San Juan • Seattle • Shanghai • Singapore
• Sydney • Tampa • Toronto • Vancouver • Washington, DC

Contact Us

Ankura Consulting Group, LLC is an independent global expert services and advisory firm that delivers end-to-end solutions to manage conflict, crisis, performance, risk, strategy, and transformation. Ankura has more than 2,000 professionals serving 3,000+ clients across 55 countries. Collaboration and experience drive our multidisciplinary approach to Protect, Create, and Recover Value™.

For more information, please visit: ankura.com.

