

Real Estate

Cyber risk exposures and solutions

Real estate organisations are a target for cyber criminals with motives of financial gain via theft of confidential information or money. Cyber is a broad risk that organisations face by virtue of their reliance on information technology, connectivity and automated processes. In an increasingly punitive legal and regulatory environment, and with more frequent contractual requirements for cyber liability insurance, forward thinking companies are taking proactive steps to explore and transfer cyber risk.

Numerous factors contribute to an organisation's cyber risk profile, including: action by employees, system and programme errors, security measures, industry, nature and quantity of data collected, political or strategic significance and reliance on technology.

Cyber risk considerations for real estate organisations:

- ▶ Gathering, maintaining, disseminating or storage of private information
- ▶ High dependency on electronic processes or computer networks
- ▶ Responsible for maintaining access to systems for tenants
- ▶ High degree of access to systems required where properties host multiple tenants with various services
- ▶ Contingent bodily injury and property damage resulting from cyber incidents
- ▶ Subject to regulatory statutes
- ▶ Increased attention of hackers due to high profile building or projects, including government buildings, infrastructure (water and power) and military projects
- ▶ Dependence on vendors, independent contractors or additional service providers
- ▶ Utilisation of "the cloud" exposes contractors to liability ranging from data security, network outages, and regulatory compliance issues
- ▶ Vendor held information:
 - Security failure leading to outage of computer systems
 - Building management system is compromised resulting in property damage and inaccessibility

Potential cyber incidents for real estate organisations:

- ▶ Security failure leading to outage of computer systems
- ▶ Building management system is compromised resulting in property damage and inaccessibility
- ▶ Disclosure of corporate confidential Information (including blue prints, contracts and sensitive material), personally identifiable information and personal health information
- ▶ Lost business income due to a network interruption
- ▶ Intentional acts committed by rogue employees
- ▶ Ransomware attacks

We're here to empower results

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Scope of traditional cyber coverage available in the insurance marketplace:

Third party coverage elements

- **Security and privacy:** defence costs and damages suffered by others resulting from a failure of computer security, including liability caused by theft or wrongful disclosure of confidential information, unauthorised access, denial of service attack or transmission of a computer virus
- **Regulatory defence and fines:** defence costs for proceedings brought by a governmental agency in connection with a failure to protect private information and / or a failure of network security
- **Media liability:** defence costs and damages suffered by others for content-based injuries such as libel, slander, defamation, copyright infringement, trademark infringement, or invasion of privacy
- **PCI fines and assessments:** defence costs for investigations brought by the Payment Card Industry (PCI) in connection with a failure to protect private information and / or network security

First party coverage elements

- **Breach response costs associated with:** breach notification, including the hiring of outside law firms and public relations consultants, forensic costs, credit monitoring / protection, notification hot-line / call centre, identity theft resources
- **Network business interruption:** loss of income and extra expense due to network security failure
- **Dependent business interruption:** reimburses the insured for actual lost net income and extra expense incurred when the insured's service provider's computer system is interrupted / suspended due to a failure of network security
- **System failure business interruption:** coverage for business interruption due to an unintentional or unplanned system failure not caused by a failure of network security
- **Data restoration:** costs to restore / recreate data / software resulting from network security failure
- **Cyber extortion:** reimburses the insured for expenses incurred in the investigation of a threat and any extortion payments made to prevent or resolve the threat

Aon has successfully negotiated the following key coverage enhancements (subject to market agreement per individual risk):

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| • Full limits for incident response and costs associated with breach notification | • Supply chain business interruption |
| • Broad definition of computer system | • Cost of spoilage – replacement of materials that are transferred |
| • Coverage for cyber terrorism | • Bricking coverage – replacement costs for IoT devices |
| • Deletion of the unencrypted device exclusion | • Delay in delivery/delay in performance coverage |
| • No failure to patch exclusion | • Environmental liability |

Our approach

Adopting a risk based cyber insurance strategy

Aon's cyber capabilities can support organisations in embracing a risk based approach through:

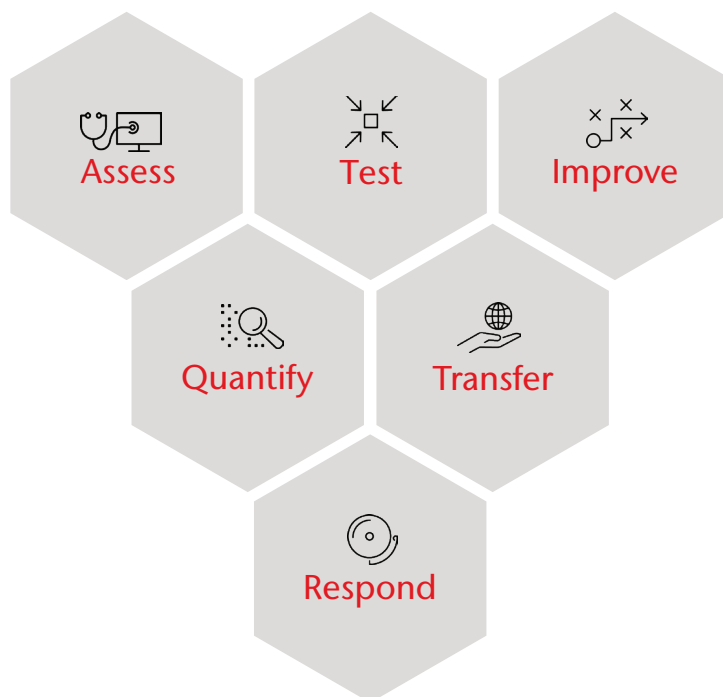
- *Cyber Assessment* - an enterprise wide approach to cyber security risk that provides a detailed view into an organisation's unique technology profile and threat landscape, with a focus on facilitating risk quantification and insurability.
- *Cyber Impact Analysis* - a data driven analytical framework supporting organisations to optimise their resilience strategy through mitigation and transfer. Existing risk financing strategies can also be enhanced through modelling cyber loss scenarios and stress testing current limits.

Cyber innovation

- *Aon Cyber Enterprise Solution™* - a policy which broadens the scope of cyber coverage to include: property damage arising from a network security breach, business interruption and extra expense coverage as a result of a systems failure, contingent network business interruption for IT vendors and the supply chain, and cyber terrorism coverage.
- *Aon's GDPR Protect Solution* - a modular risk management solution that helps organisations manage financial, regulatory and legal risks associated with processing personal data under the EU General Data Protection Regulation (GDPR).

Our cyber resilience framework

Aon and Stroz Friedberg offer a full range of services to help you approach cyber as an enterprise risk and achieve cyber resilience.



Client story



A European real estate organisation wanted to purchase a cyber insurance policy, but lacked clarity of what risks they should be insuring against.

At the same time, cyber security levels were not shared with the risk management function of the organisation as cyber was not viewed from an enterprise perspective.



By utilising Aon's experience in information security protection and cyber risk financing, our experts performed a cyber risk assessment and quantification which included the following steps:

- 1. Scenario analysis:** As a first step, we established and prioritised relevant cyber risk scenarios.
- 2. Financial modelling:** We then developed an appropriate model to determine the financial exposures for the real estate company.
- 3. Insurability analysis:** Finally, we aligned the insurable risk exposures with the insurance strategy to optimise the total cost of risk.



Following the cyber risk assessment and quantification, the real estate organisation was able to make informed decisions.

Insurance: We secured our client adequate levels of coverage and a manuscript policy wording reflecting what cyber risk represented to the real estate organisation.

Enterprise risk management: Results of the assessments were used to report to the Board of Directors about the potentially catastrophic exposures and steps to mitigate these. This supported additional cyber security investments and helped them to ultimately approach cyber as an enterprise risk.