



# Cyber

## CYBER

With cyber related claims becoming exceedingly common in this digital age, you can rest assured Sedgwick has the right team of experts when a cyber breach occurs.



Sedgwick is one of the largest loss adjusting, claims management and risk solutions firms in the world. We employ more than 33,000 colleagues, located in 80 countries. We work with businesses, insurers, brokers and policy holders to provide expert advice when losses occur.

In New Zealand, we employ over 220 people, across 23 locations nationwide. Our major and complex loss division employs over 55 loss adjusters, each with many years' experience in their respective areas of expertise.

Our success is based on a prompt and effective response during a cyber breach, ensuring our clients' needs are met consistently and seamlessly.

With our 24/7 crisis line, specialist cyber adjusters are available for immediate response to any loss situation. When you partner with Sedgwick, you can be confident you have the right person to proactively manage your cyber claims.

## Our approach

### The right team

Our cyber experts provide practical advice and industry leading solutions to you and your clients.

### Responsiveness – 24hr call centre

With the support of Sedgwick's regional and global network, spanning 65 countries, we are able to rapidly respond to any loss situation.

### Integrity and trust

These are essential elements of our relationships, giving our clients confidence that when you appoint Sedgwick you have the right team for the job.

### Technical expertise

Our cyber adjusters have experience as breach and incident responders and have investigated and managed many double extortion ransomware, privacy breach, supply chain hacks, social engineering, crypto mining, website hacks and technology liability claim incidents.

### Investigative response and digital forensic

Our team has the skills and expertise to achieve your goal.

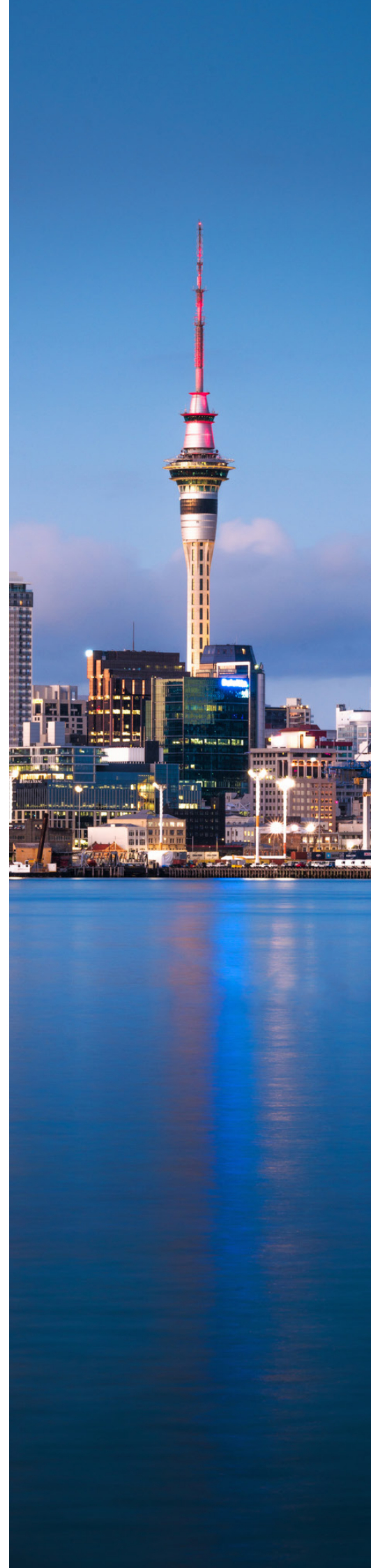
## Our solution

We coordinate the crisis response by engaging the appropriate parties to respond to each specific cyber incident, which minimises disruption to your customers' business operations, therefore, reducing the loss.



For more information on how we can help, please contact:

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## Biographies



### **Stephen Kay**

*Head of Cyber and  
Executive Adjuster*

Stephen is the head of our MCL Global division in New Zealand and is an industry recognised expert in cyber claim response.

With more than 20 years' experience, he specialises in investigating and adjusting large liability and crisis management claims throughout New Zealand and around the world.

Stephen leads our cyber response offering and has developed a strong team to handle cyber claims. He regularly presents to industry bodies on this topic.

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**Daniel Palmer***AICLA**Specialist Liability and  
Cyber Adjuster*

Daniel is a Chartered Loss Adjuster (AICLA) who has over 10 years experience in the insurance industry, becoming a Loss Adjuster in 2017. Daniel specialises as a cyber incident response manager, working closely with industry leading experts to provide rapid responses, producing high quality outcomes and solutions.

**M.** +64 27 591 3756**E.** daniel.palmer@sedgwick.com**Tim Munday***ANZIIF (Assoc), AICLA**Specialist Liability and  
Cyber Adjuster*

Tim is a Chartered Loss Adjuster (AICLA) who began his insurance career in 1998, becoming a loss adjuster in 2000. Tim joined the MCL Global division in 2018, as a specialist liability and cyber adjuster. Over the years Tim has developed a wealth of knowledge and technical know-how adjusting liability and cyber claims.

**M.** +64 21 774 167**E.** tim.munday@sedgwick.com**Ashleigh Passos***CGMA**Financial Loss Adjuster*

Ashleigh is a Chartered Global Management Accountant (CGMA), with over 15 years of management and financial accounting experience. Joining Sedgwick's Forensic Accounting Services Division in 2023, she has focused her versatile skillset to cyber incident response and the adjustment of cyber business interruption claims.

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