



# Taking Payment Fraud Off The Menu

## How a hospitality client acted fast to stop customer losses

### The Client

Holding company for two restaurant chains, with revenues of approximately £16 million.

### The Cyber Challenge

A small number of card payment receipts were stolen from one of the insured's restaurants. The police were notified of the incident, together with the insured's payment card provider, who the insured liaised with to mitigate any potential exposure.

Following the incident, the insured was contacted by some of the affected customers, one of whom advised of a fraudulent payment of GBP1,000 being stopped. No customers had experienced any financial loss, nor were claims being sought for compensation.

### The Resolution

The client was covered under the Pen Underwriting cyber insurance policy.

### Summary

- The breach response advisers were able to identify the next steps required, in this case complying with ICO regulations.
- This advice was provided under the cyber insurance policy.
- The policyholder was not subject to any further action from ICO and can continue to trade.

### Details

Insurers considered there had been a breach event, and cover was confirmed under Section A 1 — Breach Response Costs.

Breach response counsel recommended notification to the ICO, as personal information had been lost. The ICO subsequently closed their file without any further action.

### Financial position

A nil excess applied to breach response counsel's costs.

Breach response costs:

**GBP1,860**

### Contact Us

Speak to your Pen Underwriting business development manager to secure appropriate cyber insurance for your clients' business, or email [uk.cyber@penunderwriting.com](mailto:uk.cyber@penunderwriting.com).