Singapore College of Insurance

Intermediate Level

Cyber Insurance Claims in Asia: Key Issues and Practical Considerations

Register for

In Person Session

Or

Virtual Access

28 September 2026

3 CPD hours

9.00 a.m. – 12.00 p.m.
(Singapore Time)

Hybrid Mode
(Singapore College of Insurance / Virtual Mode)

Cyber insurance claims can involve complex coverage, operational and financial issues, particularly where incidents affect multiple systems, jurisdictions and third-party service providers. Ransomware, data breaches, business email compromise, social engineering fraud and technology outages continue to generate significant losses for organisations across Asia.

This practical three-hour programme provides insurers, reinsurers and brokers with an overview of the key issues arising in cyber insurance claims. It examines the claims process from initial notification and incident response through to coverage assessment, loss evaluation and settlement.

Participants will explore how common cyber insurance coverages may respond to first-party and third-party losses, including incident-response costs, data restoration, cyber extortion, business interruption and liability claims. The programme will also address common areas of difficulty, such as delayed notification, insurer consent requirements, inadequate claims documentation, policy exclusions and overlaps with other insurance policies.

Practical examples will be used to highlight the roles of insureds, insurers, reinsurers, brokers, legal advisers, forensic specialists and other incident-response professionals. Participants will also consider how lessons from cyber claims can support better claims handling, underwriting, broking, policy design and risk management.

Target Audience

This programme is suitable for:

- Cyber, financial lines and technology insurance claims professionals;
- Cyber insurance underwriters and product managers;
- Reinsurance claims professionals and underwriters;
- Insurance and reinsurance brokers;
- Claims advocates and claims consultants;
- Risk management, legal and compliance professionals involved in cyber incidents.

Participants should preferably have a basic understanding of cyber insurance. Detailed technical cybersecurity knowledge is not required.

Key Learning Outcomes

By the end of the programme, participants will be able to:

- Identify the principal cyber incidents and loss drivers giving rise to insurance claims in Asia.
- Explain the key stages and stakeholder responsibilities involved in managing a cyber insurance claim.
- Assess how common cyber insurance coverages may respond to different cyber loss scenarios.
- Recognise key issues relating to coverage interpretation, claims documentation and loss quantification.
- Apply practical lessons from cyber claims to improve claims handling, underwriting, broking and reinsurance outcomes.

Programme Topics

- Cyber Claims Trends and Loss Drivers in Asia
- Cyber Incident Response and Claims Management
- Cyber Insurance Coverage and Policy Response
- Claims Assessment and Loss Quantification
- Common Claims Challenges and Practical Lessons

Programme Fee

In Person Session

Full Course Fee: S$218.00 (inclusive of 9% GST)

Virtual Mode

Singapore-based Participant: S$163.50 (inclusive of 9% GST)
Overseas-based Participant: S$150.00

A 10% Group Discount is also applicable for organisations registering a minimum of three participants.

Programme Leaders

Arthur Yong

Vice President, FINPRO Claims Advocacy Leader – South Asia
Marsh

Arthur Yong is the South Asia Practice Leader for Claims Advocacy (FINPRO), where he advises and advocates for insureds on claims under financial lines insurance policies, including Directors' & Officers' liability, Professional Indemnity, Crime, and Cyber insurance.

Arthur is privileged to have advised clients in numerous complex insurance disputes, including issues on the aggregation of multiple losses, allocation of costs between insured and uninsured parties, equitable contribution amongst insurers where multiple insurance policies are triggered, the hierarchy of payments after successful recovery and subrogation efforts, and the insurability of ransoms and fines.

On a part-time basis, Arthur teaches the Law of Contract at the National University of Singapore's Faculty of Law.

Prior to joining Marsh, Arthur practised law in the dispute resolution arm of one of Singapore's "Big Four" law firms with a focus on banking and financial disputes.

Arthur read law at the National University of Singapore, graduating with First Class Honours. He was on the overall and final year Dean's List.

Sumyutha Sivamani

Partner, Insurance
RPC international law firm

Sumyutha Sivamani is a Partner in RPC's Singapore office, specialising in cyber insurance, incident response and data privacy.

Sam specialises in cyber risk, advising insurers, reinsurers and corporate clients on incident response, cyber insurance coverage, policy wordings, data privacy, regulatory investigations and crisis management across Asia.

She regularly supports multinational clients on high-value, complex and multi-jurisdictional cyber incidents, including regional response coordination, regulatory notification strategy, engagement with local counsel and experts, coverage advice and stakeholder communications in pressured situations. She is recognised by The Legal 500 as "an expert in cyber incident response work, often advising global companies".

Sam also brings over 13 years' experience advising insurers and reinsurers on complex coverage, regulatory and defence matters, and supports RPC's regional offering.