



Annual Cyber Claims Study

2025 Report

Insights & Findings

NetDiligence® Cyber Claims Study



New Claims Submitted
(in 2025)

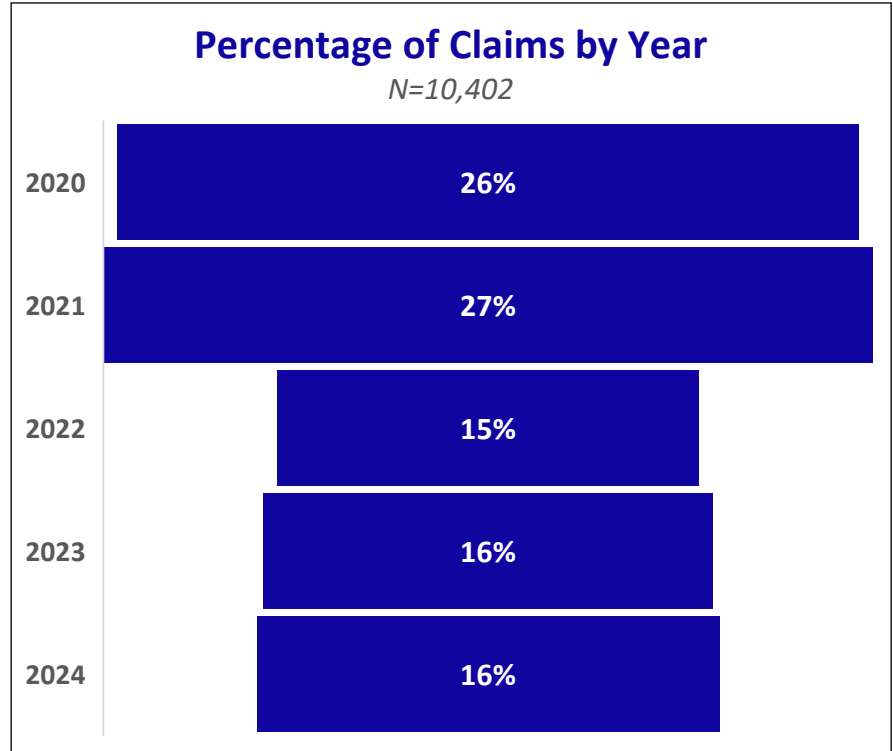
4,108

Claims in 2025 Dataset
(2020-2024)

10,402

Fun Fact:

NetDiligence has been publishing the annual cyber claims study for 15 years and counting!

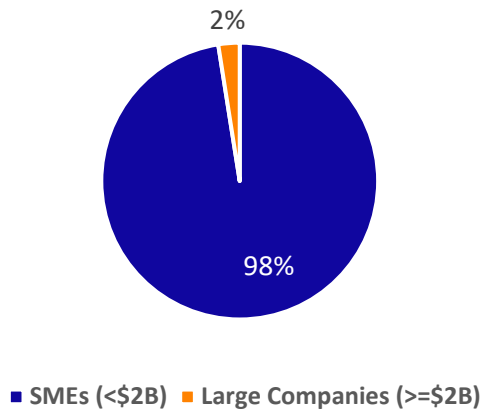


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Proportion of Claims

(2020-2024)

N=10,402

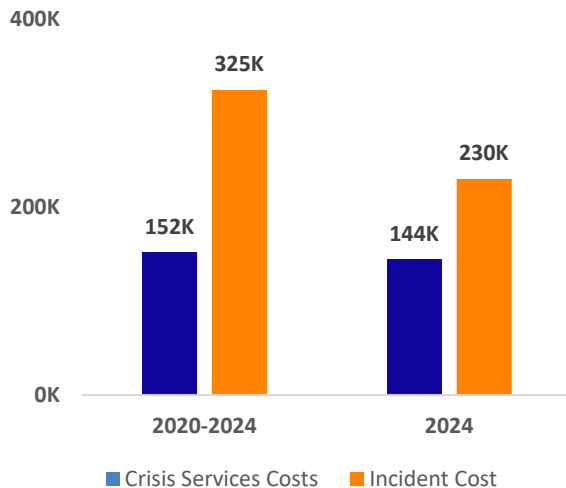


Average Revenue Size

SME	\$108M
Large Company	\$12.5B

SMEs Average Costs Crisis Services Costs >0

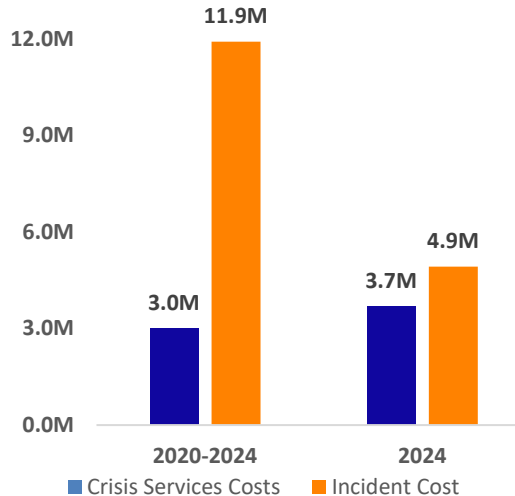
N=4,712



66 of 8,936 (0.7%) claims were >= \$5M

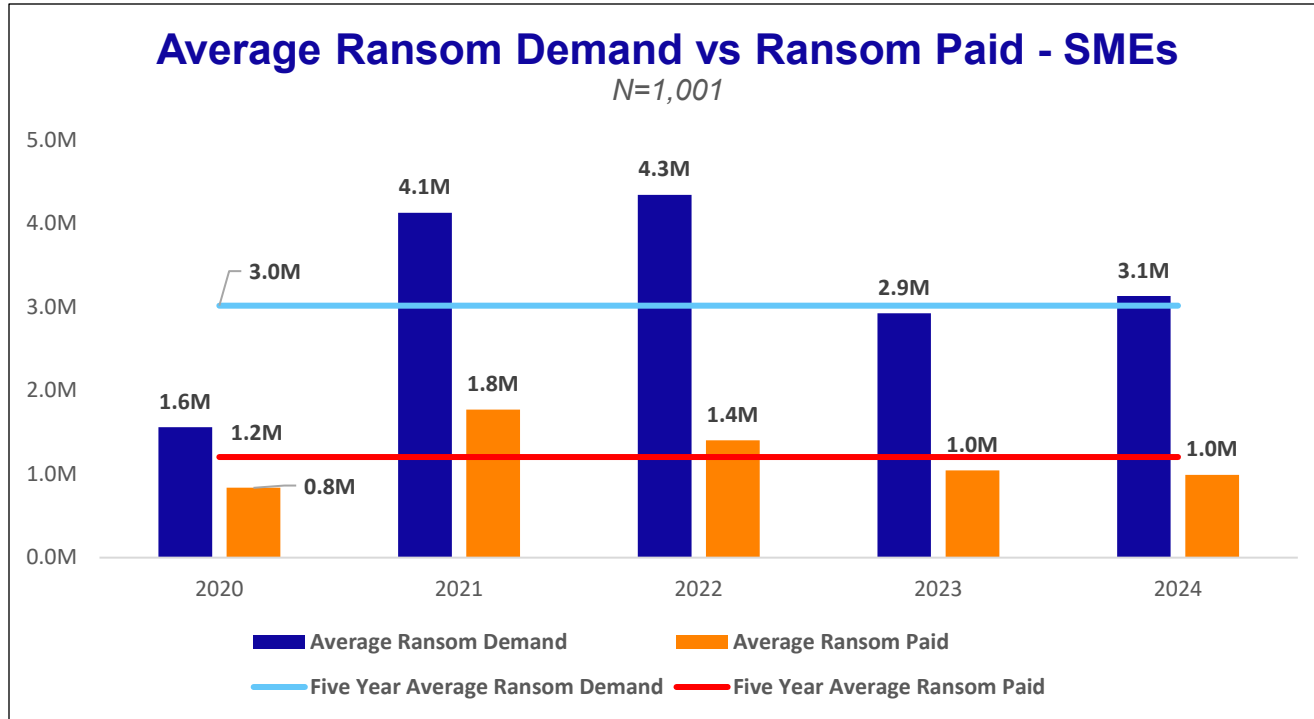
Large Companies Average Costs Crisis Services Costs >0

N=115



56 of 235 (24%) claims were >= \$5M

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The **Ransomware Advisory Board (RAB)** meets quarterly. This group and is comprised of prominent forensics vendors and law enforcement partners. **Recent trends reported from our Q1 2026 meeting are shown below.**

1. Weak MFA Is Creating a False Sense of Security

“MFA enabled” doesn’t automatically mean accounts are secure. Attackers routinely bypass weak implementations—especially when SMS, email codes, or legacy authentication methods remain active. If phishing-resistant MFA isn’t enforced and weaker backup options aren’t removed, attackers will exploit the easiest path.

Key Takeaway: Strong MFA must be paired with strict session controls and secure account recovery processes to be effective.

2. Attackers Disable Security Tools and Persist After Resets

Threat actors are increasingly disabling EDR tools early in an incident using widely available techniques. Even after passwords are reset, stolen session tokens or API keys can keep attackers logged in if sessions aren’t revoked.

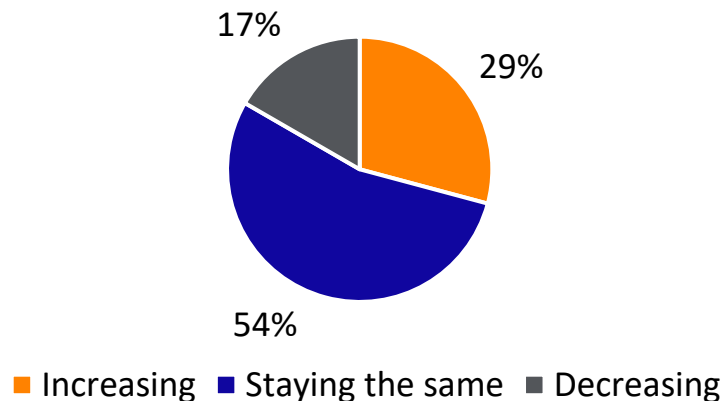
Key Takeaway: Without full containment steps—including credential rotation and session invalidation—organizations risk prolonged attacker access.

3. Help Desk Exploitation and Response Delays Increase Impact

Help desks are a primary social engineering target, with attackers impersonating employees to reset passwords or enroll new MFA devices. At the same time, delayed escalation to professional responders gives attackers more time to expand access.

Key Takeaway: Rapid session revocation, SaaS containment, and clear response activation processes are critical to limiting damage.

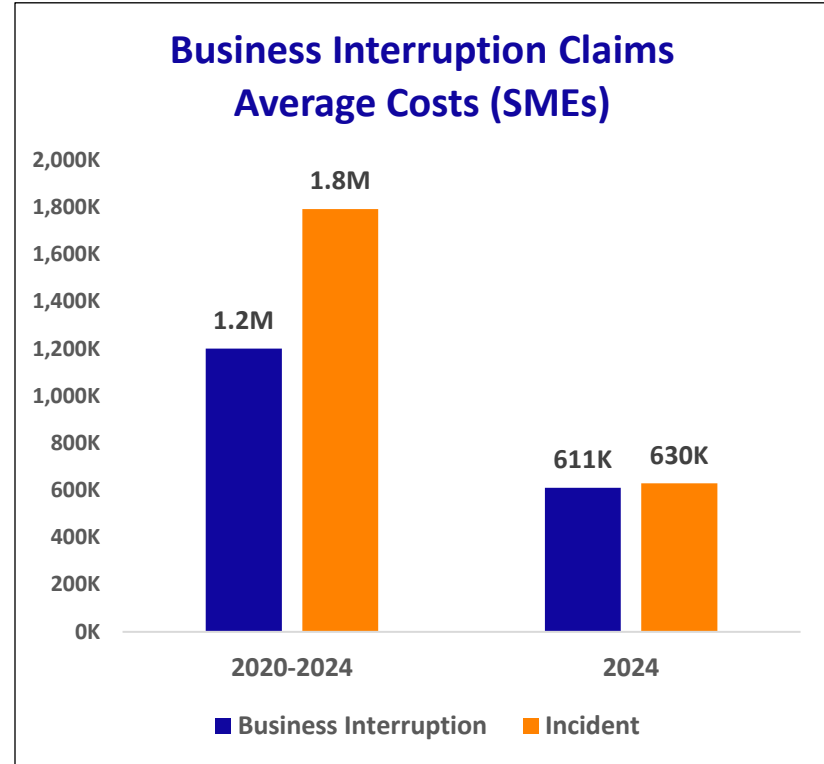
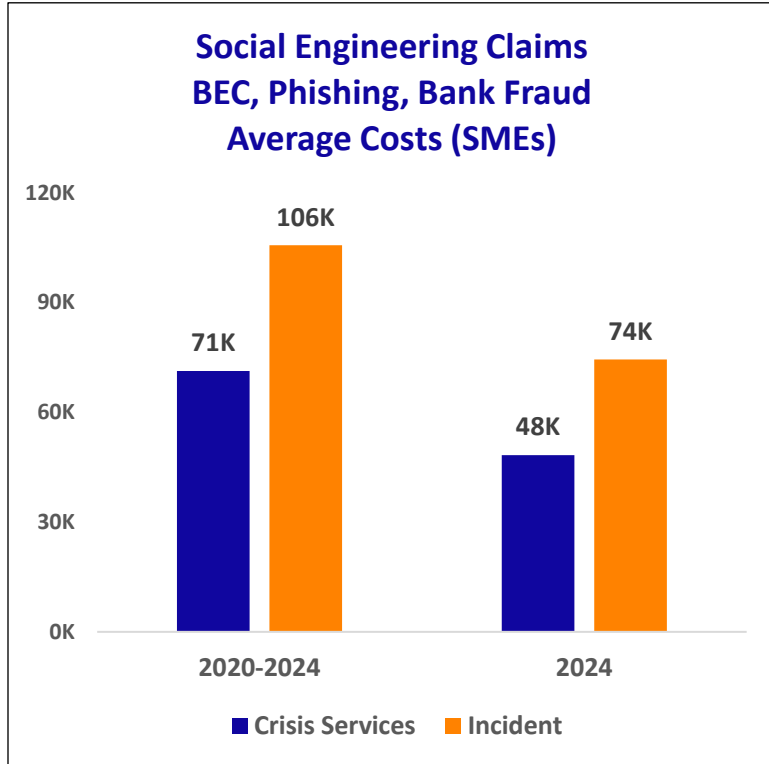
In the last 3 months, how is the volume of cyber extortion/ransomware cases trending?



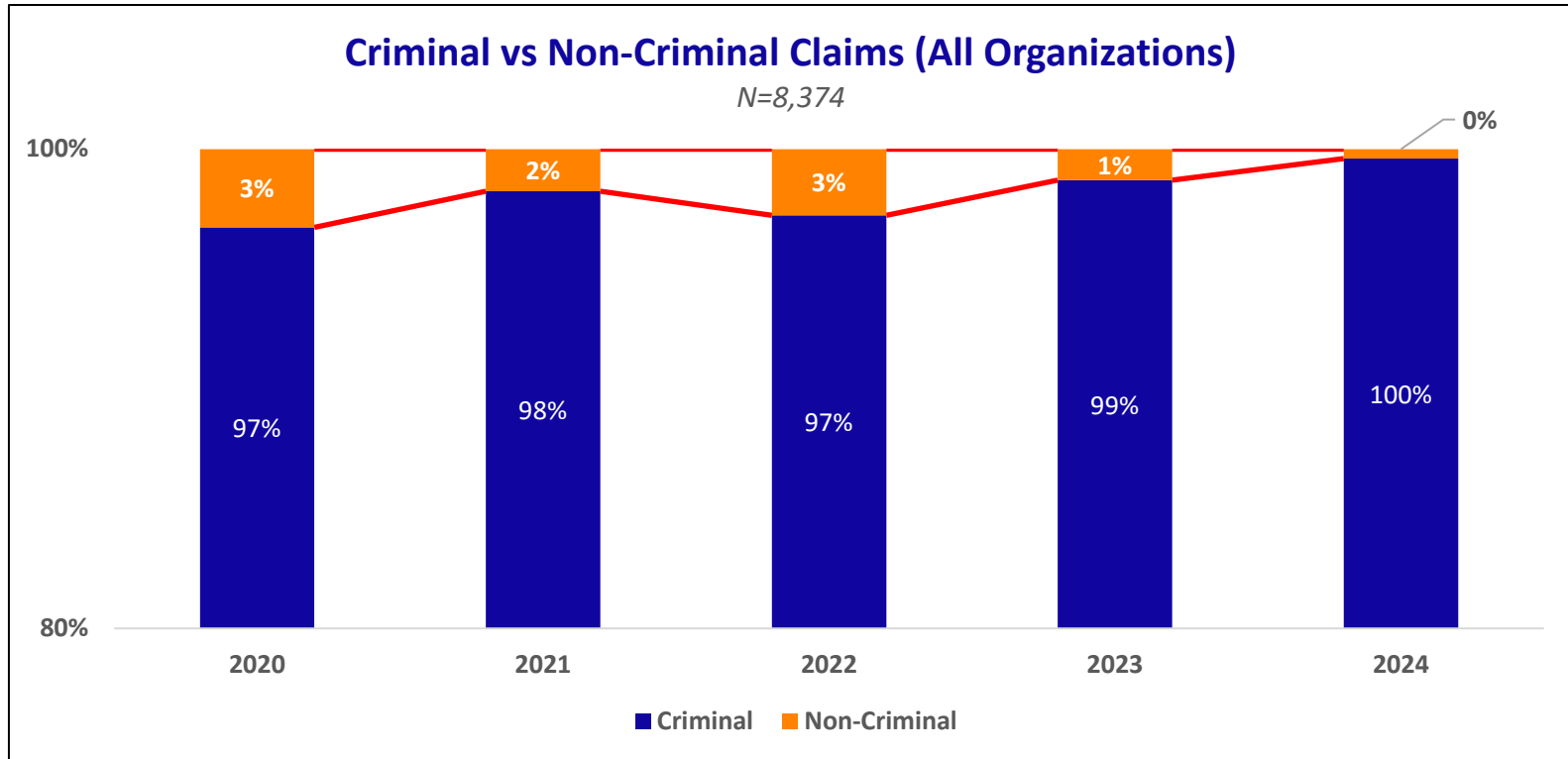


Number of Ransomware Claims by Sector - Top 10				
	<i>N=1,934 (75% of Ransomware Claims)</i>			
	Claims	Payout	Total Incident Cost	% Claims
Professional Services	544	474K	520K	21.2%
Manufacturing	326	416K	811K	12.7%
Technology	202	830K	1.4M	7.9%
Healthcare	184	614K	1.4M	7.2%
Retail	176	441K	444K	6.8%
Financial Services	147	759K	890K	5.7%
Education	93	241K	265K	3.6%
Public Entity	90	255K	317K	3.5%
Nonprofit	86	270K	286K	3.3%
Transportation	53	742K	1.2M	2.1%

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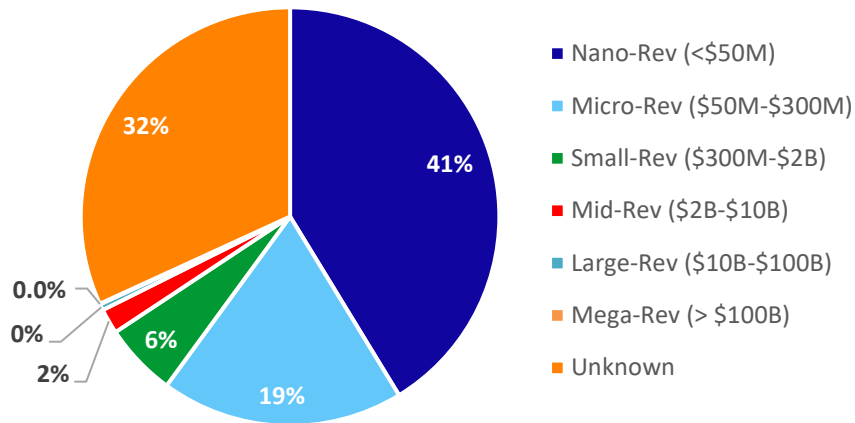


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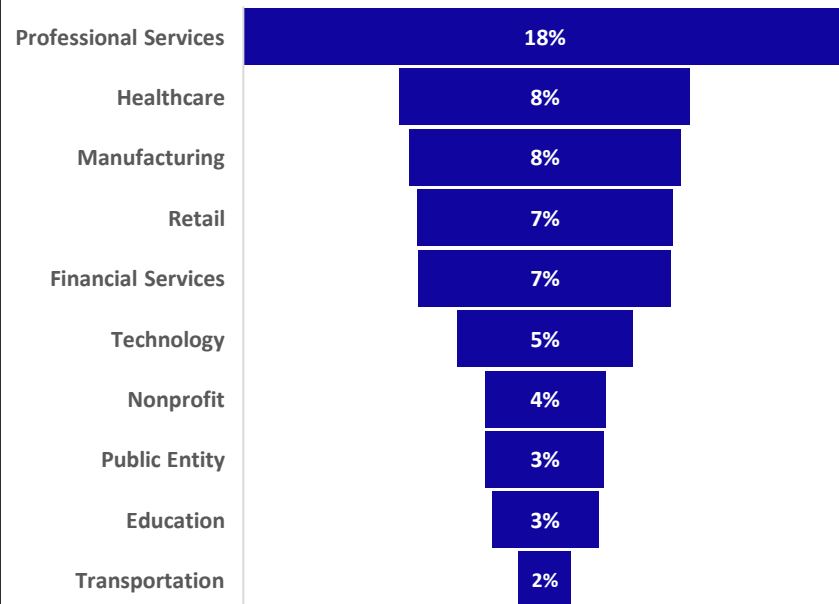
Percentage of Claims by Organization Size (All Organizations)

N=10,402



Percentage of Claims by Sector (All Organizations)

N=10,402

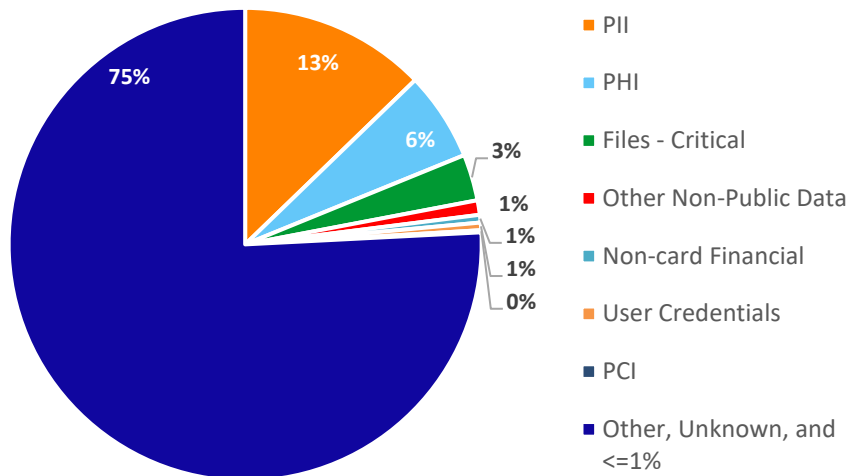


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Percentage of Claims by Type of Data

(All Organizations: 2020-2024)

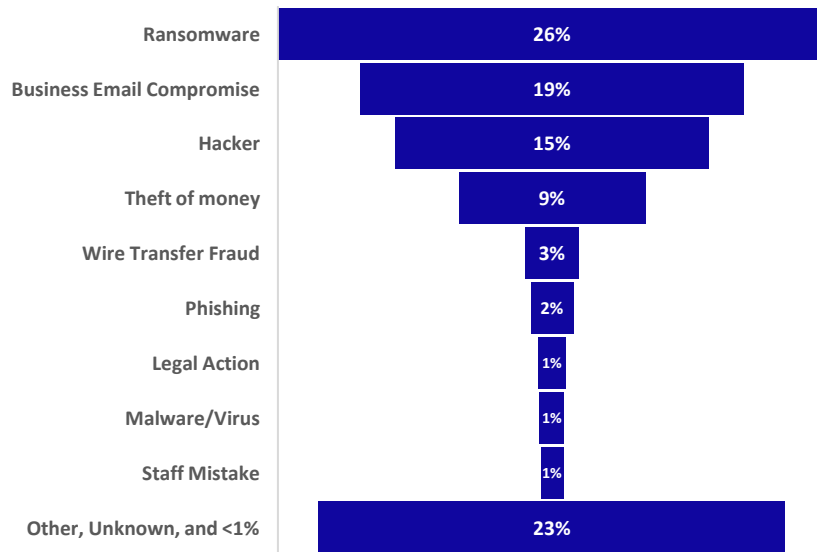
N=10,402



Percentage of Claims by Cause of Loss

(All Organizations)

N=10,402



NetDiligence® Cyber Claims Study

Cyber insurance professionals can analyze our latest claims data using the [Claim Scenarios tool in eRiskHub®](#)

Available to all users of the eRiskHub, a cyber risk management platform powered by NetDiligence®



Claim Scenarios Dashboard / Cyber Tools / Tools - Claims

Using thousands of cyber insurance claims submitted for NetDiligence's annual Cyber Claims Study, this tool illustrates the average costs for small, mid-size, and large organizations based on business sector or type of incident. Included is a list of individual claims, so you can click through to see specific details for a given incident.

[Click Here for an Instructional Guided Tour](#)

Revenue Size: AND Business Sector: OR

Overview Results X Related Resources

Revenue Size: Mid-Size (\$300M-\$10B) / Business Sector: Financial Services

Scenario ID	Year	Cause of Loss
202331871	2022	Ransomware
20235014	2022	Business Email Compromise
202331912	2022	Ransomware
2023949	2021	Ransomware
2022378	2021	Ransomware
2023539	2021	Other
2023540	2021	Other
202331298	2021	Other
2023786	2021	Business Email Compromise
2022584	2021	Hacker

Claim Details - 202331899

Ransomware

Incident 202331899

Year of Incident: 2022
Data Type: Unknown
Records Compromised: 0
Insider Involvement: 0
Hours of Network Outage: 0

Organization
Country: USA
Revenue Size: Small-Revenue (\$300M-\$2B)
Business Sector: Public Entity

Cyber Insurance
Coverage Level: Primary
SIR: \$15,000

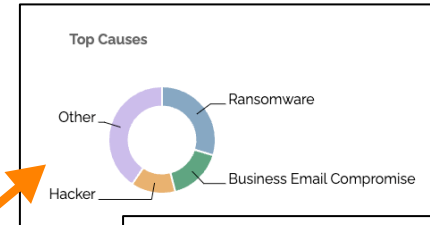
Incident Cost: \$1,055,054

Per-Record Cost: N/A

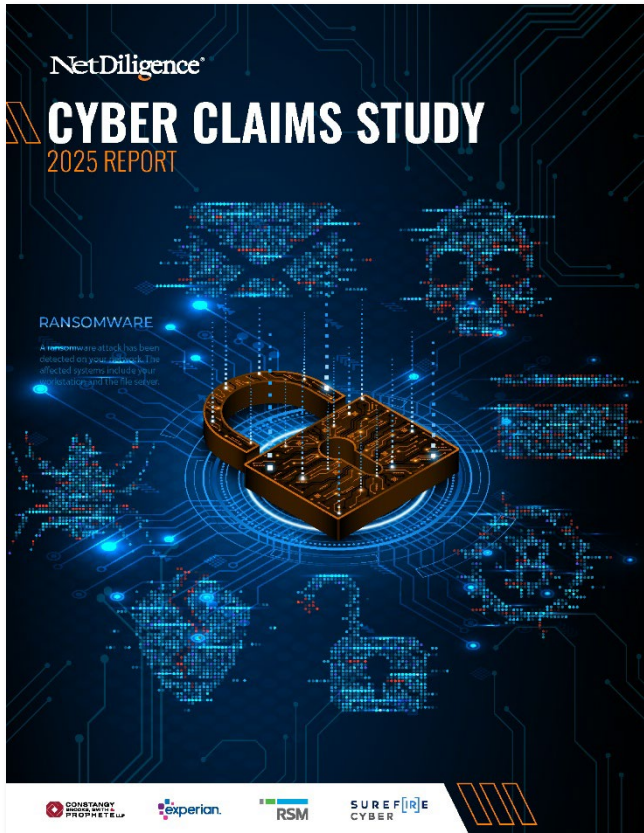
Cost Breakout

SIR	\$15,000
Crisis Services	\$1,040,054
Forensics	\$129,799
Breach Coach	\$46,881
Other	\$864,374

Cost Spread



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Scan to download the full report



Also available at NetDiligence.com

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QUESTIONS?