

# Chubb Cyber ERM

## Incident Response - Comprehensive Reporting Solution

The comprehensive reporting solution includes reporting of the incident to both the Incident Response Hotline and to the Chubb claims department.

### Before an incident occurs...



Decide if you or your broker should call the response team if an incident occurs.



### When an incident happens...



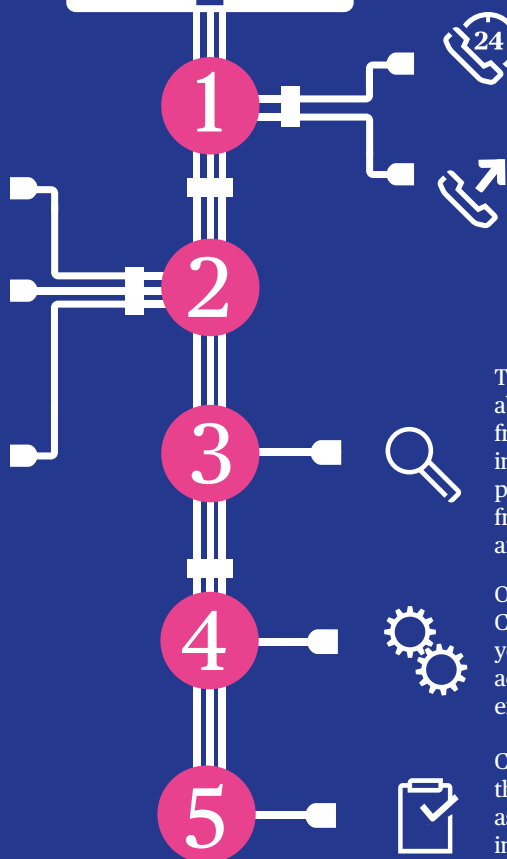
The operator will take brief details of the incident and your contact details to enable the Crawford incident manager to contact you.



Crawford & Company will assign an incident manager, who will call you back to guide you through the necessary steps. You will be asked to complete an agreement with Crawford & Company for the incident response services if you haven't done so already.



The Chubb claims team will contact you to discuss how your policy will respond to the incident.



Call the 24/7 Chubb Cyber Incident Response Hotline provided by Crawford & Company. Find your local number below.

This call will be forwarded to Chubb's claims team and will be processed as a notice of loss against your policy. Please instruct Crawford if you would like to contact Chubb separately.

The incident response manager will be able to mobilise the expert assistance from our panel within 24 hours upon your instruction. This may include IT forensics, public relations experts, legal teams, fraud specialists, forensic accountants, and other necessary assistance.

Once the incident is contained, the Crawford incident manager will support you in the recovery of your business activities, with the assistance of the experts that you have appointed.

Chubb's specialist panel will then discuss the provision of additional services to assist you with your analysis of the incident including future remediation, a review for lessons learned and risk mitigation advice.

Find out more at [new.chubb.com](http://new.chubb.com)

#### Local Freephone Numbers

Australia	1-800-027428	Czech Rep	800-142853	Italy	800194721	Singapore	800-1206727
Austria	0800005376	Denmark	80-250571	Japan	00531-1-21575	South Africa	080-09-82340
Belgium	080049405	Finland	0-800-1-12382	Malaysia	1-800-8-12541	South Korea	0079814 800 6017
Brazil	0800-0957346	France	0805101280	Mexico	001-8552504580	Spain	800810089
Canada	1-866-5618612	Germany	08005893743	Netherlands	0800 0203 267	Sweden	0200883181
Colombia	01-800-518-2642	H. Kong	800-900659	New Zealand	0800-441402	Switzerland	0800166223
China	4001205310	Indonesia	001-803-011-2974	Norway	800-12554	Taiwan	00801-13-6828
		Ireland	1-800-937331	Poland	00-800-1214960	U. Kingdom	0800-279-7004
		Israel	1-80-9213812	Portugal	800-8-14130	USA	1-866-5618612



## Incident Response FAQs

1

**Q: Who is Crawford & Company?**

A: Crawford & Company is the world's largest publicly listed independent provider of claims management solutions. Crawford will play a key role in helping you manage and respond to the incident and in doing so are able to involve and provide you with access to a contracted vendor network of industry specialists.

2

**Q: Can I review the service contract details with Crawford & Company prior to an incident occurring?**

A: Yes. Please contact Crawford at [cyber@crowco.co.uk](mailto:cyber@crowco.co.uk). Familiarisation with this document will be of benefit in the event of an incident, when speed of recovery is most important.

3

**Q: Can I use a vendor that isn't on Chubb's list of approved vendors?**

A: Yes. You are free to use the vendors of your choosing. Our vendors have been carefully vetted and organised to provide an efficient response process. However, we know circumstance or prior relationships may require that you use vendors outside our approved list.

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**Q: Why should I use Chubb vendors as opposed to my own IT network administrator or my cloud provider's help desk services?**

A:

- Chubb's vendors have extensive experience in mitigating a cyber incident with speed and efficiency
- Chubb's vendors provide their services at preferred rates that are not otherwise accessible without the Chubb relationship
- All vendors that may be needed in an event are available through one point of contact and will respond in line with pre-agreed contracted service levels
- Using Chubb vendors minimises the potential for engagement in services that may not be necessary in responding to an incident
- We know circumstance or prior relationships may require that you use vendors outside our approved list

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**Q: If I use the hotline services for an event that is excluded from cover will I be invoiced by Crawford & Company as per the contract?**

A: Yes. Chubb does not pay costs for services that are not covered under the policy.

Chubb. Insured.<sup>SM</sup>

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