

Chubb Cyber ERM

Incident Response Hotline – the comprehensive solution for reporting claims

The comprehensive solution for reporting claims is intended for reporting cyber incidents to both the Incident Response Hotline and to Chubb's Claims Department.

Before the occurrence of a loss event...



Holders of Chubb cyber policies have the option of downloading the Chubb Cyber Alert app or of registering on the website chubbcyberalert.com/enrollment/enroll.php. Once you have registered, a mouse click is all you need to report a claim following an incident.

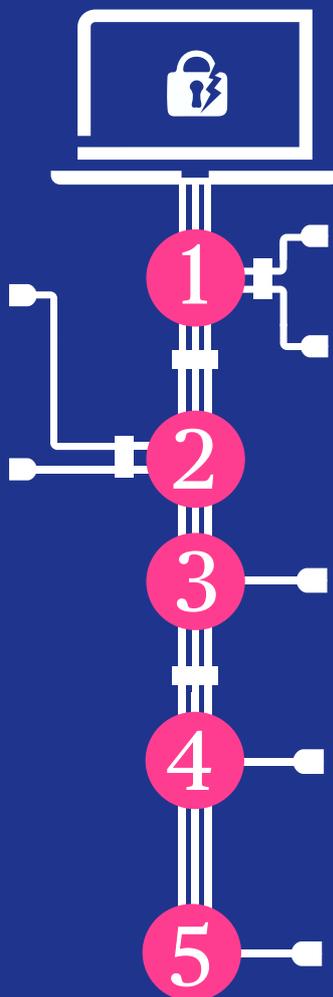
After the occurrence of a loss event...



Decide in advance who is to inform the response team if a claim is to be made: you or your broker



Our independent incident response service provider will assign the claim to an incident manager who will call you back and explain all the necessary steps. If you have not yet entered into an agreement concerning incident response services with our provider, you can do so now.



Call the 24/7 Chubb Cyber Incident Response Hotline. You can find the telephone number on your policy document.



Report the claim in accordance with the Chubb policy: claims.switzerland@chubb.com. You will then be contacted by Chubb's claims team.



On your instructions the incident response manager can request support from our pool of experts within 24 hours. The pool of experts is made up of IT forensic specialists, PR experts, legal teams, fraud specialists, forensic accountants and other service providers that may be needed.



As soon as the cyber incident has been contained, you will receive support from Crawford's incident manager and the experts you have requested when you recommence your business operations.



The experts from Chubb will explain which further services can be requested in addition in order to help you to analyze the cyber incident, e.g. future remedial measures, analysis of experiences gained and recommendations for the containment of risks.

Incident Response Hotline Switzerland 0800 166 223

Australia	1-800-027428
Austria	0800005376
Belgium	080049405
Brazil	0800-0957346
Canada	1-866-561-8612
Colombia	01-800-518-2642
China	4001205310

Czech Rep.	800-142853
Denmark	80-250571
Finland	0-800-1-12382
France	0805101280
Germany	08005893743
H. Kong	800-900659
Indonesia	001-803-011-2974
Ireland	1-800-937331
Israel	1-80-9213812

Italy	800194721
Japan	00531-1-21575
Malaysia	1-800-8-12541
Mexico	001-8552504580
Netherlands	0800 0203 267
New Zealand	0800-441402
Norway	800-12554
Poland	00-800-1214960
Portugal	800-8-14130

Singapore	800-1206727
South Africa	080-09-82340
South Korea	0079814 800 6017
Spain	800810089
Sweden	0200883181
Switzerland	0800166223
Taiwan	00801-13-6828
U. Kingdom	0800-279-7004
USA	1-866- 5618612

Ways of contacting Chubb's Incident Response Team

The most important features

- 24/7 incident reporting via your mobile device, your computer or your telephone
- Costs caused in an emergency settled within the first 48 hours of an incident
- Customer specific email alerts and updates
- Fast and easy access to an Incident Response Team that supports you in dealing with a cyber incident, from the assessment of the incident to the processing of the claim after it has been checked.
- Improved support in local languages
- Standard interfaces to Incident Response Management and Chubb's Claims Department



Mobile app

New!

The "Chubb Cyber Alert" app for iOS devices can be found at the Apple store and the app for Android devices at the Android store:



Online

New!

Access to our platform:
www.chubbcyberalert.com



Telephone hotline

You can find your local telephone number in the lists below



FAQs on the subject of incident response

- Q: Who is our independent incident response service provider?**

A: Chubb cooperates with the world's biggest independent providers of claim management solutions. Our independent service provider will give you crucial support in the proper handling of claims and taking the necessary measures. At the same time you will be fully integrated into the process and have access to the provider network of the industry experts who work for us.
- Q: Can I also use the services of a provider who is not on the list of approved Chubb providers?**

A: Yes. You decide which provider you would like to use. The providers with whom we cooperate have been carefully selected and their processes are organized in a way that allows them to react efficiently. But we also know that various circumstances or existing collaborations may make it necessary to use the services of providers who are not on our approved list.
- Q: What is the advantage of using Chubb providers instead of my IT network administrator or the help desk services of my cloud provider?**

A: The providers with whom Chubb cooperates are very experienced in handling cyber incidents and in finding fast and efficient solutions. They offer their services on special terms available only in the business relationship with Chubb. All providers whose services are needed after an event can be requested through one and the same contact and will operate as previously agreed in service level agreements. Cooperation with providers recommended by Chubb reduces the risk of using unnecessary services when handling a cyber incident.
- Q: What happens if I use the services of the hotline in a case where I have no coverage? Will Crawford & Company charge me for these services as agreed in the contract?**

A: Yes Chubb does not pay the costs of services that fall outside the scope of the coverage afforded under the policy.

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