

Chubb Cyber ERM

Incident Response Process

This guide details how to access Chubb’s incident response team, how to report a claim, and what to expect next.

Accessing Chubb’s Incident Response Team

Key Features

- 24/7 incident reporting via your mobile device, computer, or phone
- Access to emergency costs in the first 48 hours following an incident
- Customised email alerts and updates
- Streamlined access to an incident response team that will help you handle a cyber incident from the initial intake through post-review claims handling
- Enhanced local-language capabilities
- A single point of entry to response management and Chubb’s claims department



Mobile Application

New!

Find the “Chubb Cyber Alert” app on the Apple Store for iOS devices and the Android Store for Android devices:



Online

New!

Access our platform:
www.chubbcyberalert.com



Telephone Hotline

Find your local number below
Please note that hot line numbers have not changed

Local Freephone Numbers

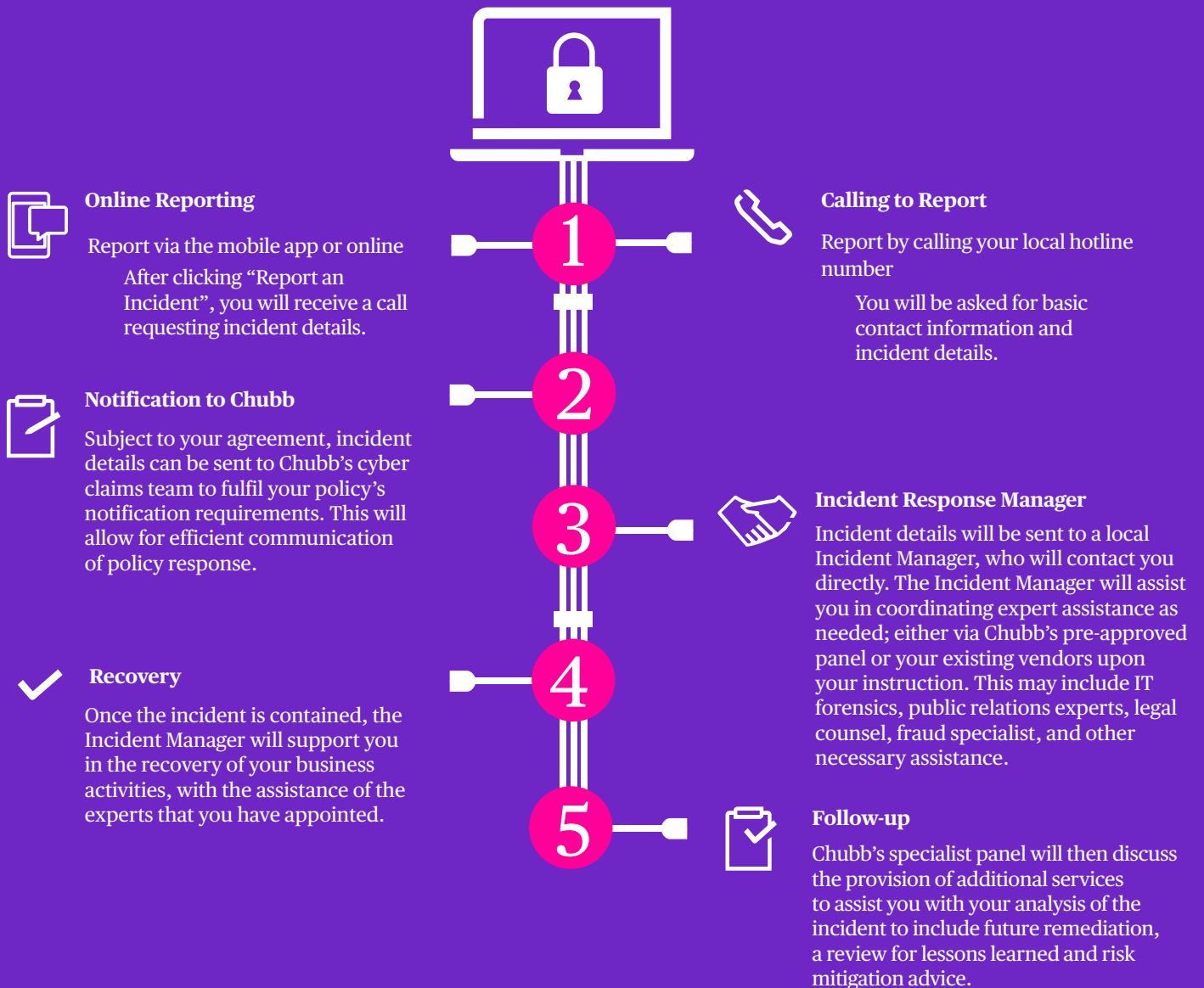
Australia	1-800-027428	Czech Rep	800-142853	Italy	800194721	Singapore	800-1206727
Austria	0800005376	Denmark	80-250571	Japan	00531-1-21575	South Africa	080-09-82340
Belgium	080049405	Finland	0-800-1-12382	Malaysia	1-800-8-12541	South Korea	0079814 800 6017
Brazil	0800-0957346	France	0805101280	Mexico	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
Chile	1 2300 201212	Indonesia	001-803-011-2974	Norway	800-12554	Taiwan	00801-13-6828
China	4001205310	Ireland	1-800-937331	Poland	00-800-1214960	U. Kingdom	0800-279-7004
		Israel	1-80-9213812	Portugal	800-8-14130	USA	1-844-740-9227

What to Expect - The Process

Before an incident occurs...

- Chubb's cyber policyholders can download the Chubb Cyber Alert app or visit www.chubbcyberalert.com/enrollment/enroll.php to enrol. Enrolment allows for one-click reporting when an incident occurs.

When an incident happens...



Find out more at
chubb.com

Chubb. Insured.SM

We are a member of the Insurance Council of New Zealand (ICNZ) and a signatory to ICNZ's Fair Insurance Code (the Code). The Code and information about the Code is available at www.icnz.org.nz and on request.



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