CHUBB®

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

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

Available on the App Store | Google play

Online

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

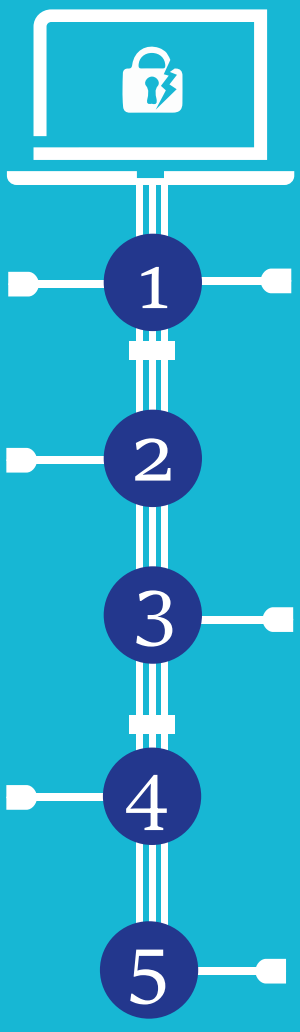
Australia 1-800-027428
Austria 0800005376
Belgium 080049405
Brazil 0800-0957346
Canada 1-866- 5618612
Chile 1-230-020-1212
China 4001205310
Colombia 01-800-518-2642
Croatia 0800791193
Czech Republic 800-142853
Denmark 80-250571
Estonia 08002150
Finland 0-800-1-12382
France 0805101280
Germany 08005893743
Hong Kong 800-900659
Hungary 0680080150
Hungary 0680982764
Indonesia 001-803-011-2974
Ireland 1-800-937331
Israel1-80-9213812
Italy 800194721
Japan 00531-1-21575
Latvia 80205224
Lithuania 080080130
Malaysia 1-800-8-12541
Mexico 001-8552504580
Morocco (Geographic) 0520205545
Netherlands 0800 0203 267
New Zealand 0800-441402
Norway 800-12554
Pakistan 0080090044340
Panama 0018005073360
Peru 080056006
Philippines 180018880800
Philippines 180089180193 (Globe)
Poland 00-800-1214960
Portugal 800-8-14130
Romania 0800400078
Singapore 800-1206727
Slovakia 0800611888
Slovenia 080688664
South Africa 080-09-82340
South Korea 0079814 800 6017
Spain 800810089
Sweden 0200883181
Switzerland 0800166223
Taiwan 00801-13-6828
Thailand 180018880800
Turkey (landline) 08112130171
Turkey (mobile) 08122130043
United Kingdom 0800-279-7004
USA 1-844-740-9227
Vietnam (VNPT) 12032353
Vietnam (Viettel) 12280688

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** to enrol. Enrolment allows for one-click reporting when an incident occurs.

When an incident happens...



Online Reporting

Report via the mobile app or online

- After clicking "Report an Incident", you will receive a call requesting incident details

Notification to Chubb

Subject to your agreement, incident details can be sent to Chubb's cyber claims team to fulfil your policy's notification requirements. This will allow for efficient communication of policy response.

Recovery

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

Calling to Report

Report by calling your local hotline number

- You will be asked for basic contact information and incident details

Incident Response Manager

Incident details will be sent to a local Incident Manager, who will contact you directly. The Incident Manager will assist you in coordinating expert assistance as needed; either via Chubb's pre-approved panel or your existing vendors upon your instruction. This may include IT forensics, public relations experts, legal counsel, fraud specialist, and other necessary assistance.

Follow-up

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

Find out more at
chubb.com

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Chubb European Group SE (CEG). Operating in the UK through a branch based at 40 Leadenhall Street, London EC3A 2BJ. Risks falling within the European Economic Area are underwritten by CEG which is governed by the provisions of the French insurance code. Registered company number: 450 327 374 RCS Nanterre. Registered office: La Tour Carpe Diem, 31 Place des Corolles, Esplanade Nord, 92400 Courbevoie, France. Fully paid share capital of €896,176,662.

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