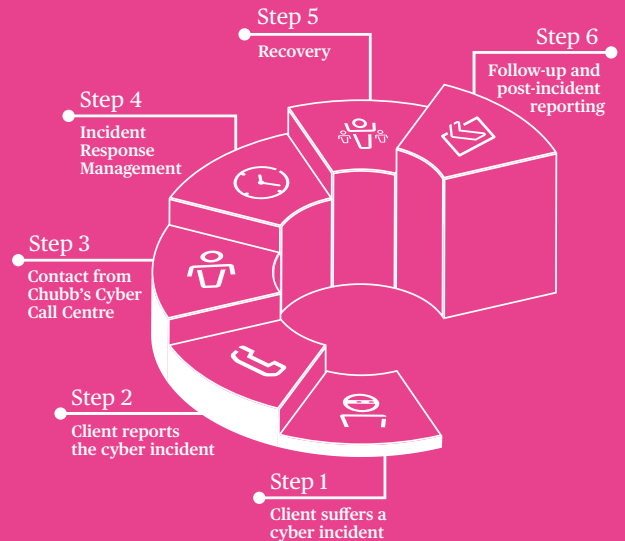


Chubb's Cyber Incident Response Platform

When your client suffers a cyber incident, the Chubb Incident Response Platform will act quickly to contain the threat and limit potential damage to your client's business.

This guide details how to access the Chubb Cyber Incident Response Team, how to report a claim, and what to expect from our Incident Response Platform.



Step 1: Client suffers a cyber incident



The Chubb Incident Response Platform is available 24/7/365. It provides access to the Chubb Cyber Incident Response Centre and our Cyber Incident Response Team and offers a holistic approach to managing cyber events.

Step 2: Client reports the cyber incident

Clients can choose from 3 methods of instantly reporting a cyber incident:



Mobile Application

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



Online

Access our platform:
www.chubbcyberalert.com



Telephone Hotline:

Find your local toll free number below.

Local Toll Free Numbers

Australia	1800 027 428	Finland	0 800 112382	Netherlands	0800 0203 267	South Korea	0079814 800 6017
Austria	0800 005 376	France	0805 101 280	New Zealand	0800 441 402	Spain	800 810 089
Belgium	0800 49 405	Germany	0800 589 3743	Norway	800 12554	Sweden	0200 883 181
Brazil	0800 095 7346	H. Kong	800 900 659	Panama	00 1800 507 3360	Switzerland	0800 166 223
Canada	1 866 561 8612	Indonesia	001 803 011 2974	Peru	0800 56 006	Taiwan	00801 13 6828
Colombia	01 800 518 2642	Ireland	1800 937 331	Philippines (PLDT)	1 800 1888 0800	Turkey (landline)	0811 213 0171
Chile	1 230 020 1212	Israel	1 80 921 3812	Philippines (Globe)	1 800 8918 0193	Turkey (mobile)	0812 213 0043
China	400 120 5310	Italy	800 194 721	Poland	00800 121 4960	U. Kingdom	0800 279 7004
Czech Rep	800 142 853	Japan	00531 1 21575	Portugal	800 8 14130	USA	1 844 740 9227
Denmark	80 250 571	Malaysia	1 800 812 541	Singapore	800 120 6727	Vietnam (VNPT)	120 32 353
		Mexico	001 8552 504 580	South Africa	080 09 82340	Vietnam (Viettel)	122 80 688

Step 3:

Contact from Chubb's Cyber Incident Response Centre



Within 1-minute of reporting an incident using the “Chubb Cyber Alert” app, the client will receive a call from a consultant at Chubb’s Incident Response Centre.

Chubb’s consultant will take a short brief of the incident, including:

- Insured name
- Location of master policy
- Contact details where the incident occurred
- Basic details of the incident

Our consultant will initiate Chubb’s Incident Response Platform and appoint a local Incident Response Manager.

Step 4:

Incident Response Management



Within 1-hour of reporting an incident, the client will be contacted by an Incident Response Manager. In consultation with the client, the Incident Manager will:

- Triage the issues
- Recommend formal notification to Chubb of a Cyber claim
- Conduct initial investigations into the cause of the incident
- Develop an incident response plan of action to contain the threat
- Appoint specialist vendors to assist with loss prevention*, including:



IT Forensics



Legal Counsel



Public Relations



Regulatory Compliance



Identity Protection



Credit Monitoring



Forensic Accountancy



Notifying Chubb of a Cyber claim

Chubb’s Call Centre Consultant or Incident Response Manager will keep Chubb informed of the incident unless the client opts out of disclosure. Awareness of the incident will allow Chubb to efficiently communicate how the policy will respond.

The client can notify Chubb of a Cyber claim through their broker, the Incident Response Manager or by email: aus.financiallinesclaims@chubb.com

Step 5:

Recovery



With an expert panel of vendors working to contain the incident, the Cyber Incident Response Team will support you in the recovery of your business activities.

Step 6:

Follow-up and post-incident reporting



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

* Clients can choose to appoint Chubb’s panel of specialists or their own vendors.