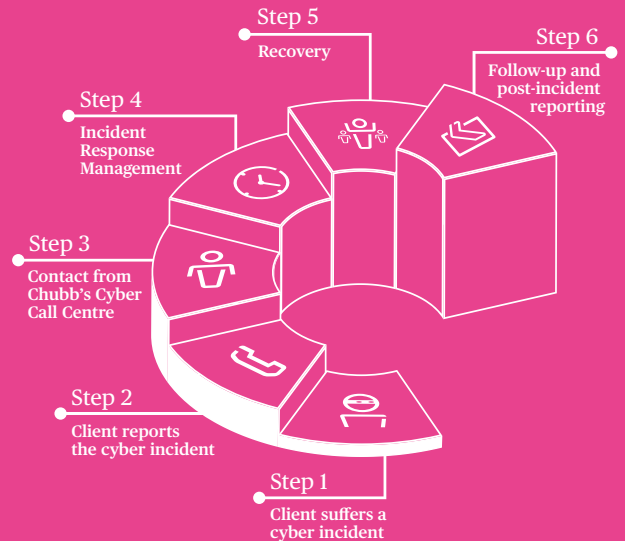


# Chubb's Cyber Incident Response Platform

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](http://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](mailto: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.