

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



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

App Store



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



Access our platform: www.chubbcyberalert.com



Find your local number below

- Please note that hotline numbers have not changed

Local Freephone Numbers

Australia 1-800-027428 0800005376 Austria Belgium 080049405 Brazil 0800-0957346 Canada 1-866-561-8612 Colombia 01-800-518-2642 1 2300 201212 Chile 4001205310 China

Czech Rep Denmark Finland France Germany H. Kong Indonesia Ireland Israel

800-142853 80-250571 0-800-1-12382 0805101280 08005893743 800-900659 001-803-011-2974 1-800-937331 1-80-9213812

Italy Japan Malaysia Mexico Netherlands New Zealand 0800-441402 Norway Poland Portugal 800-8-14130

800194721 00531-1-21575 1-800-8-12541 001-8552504580 0800 0203 267 800-12554 00-800-1214960

Singapore South Africa South Korea Spain Sweden Switzerland Taiwan

U. Kingdom

USA

800-1206727 080-09-82340 0079814 800 6017 800810089 0200883181 0800166223 00801-13-6828 0800-279-7004 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...



Online Reporting

Report via the mobile app or online After clicking "Report an Incident", you will receive a call requesting incident details



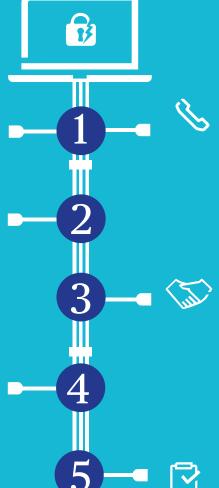
Notification to Chubb

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

Your 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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IMPORTANT NOTICE: In order to prepare for the UK's exit from the European Union, Chubb is making certain changes. It is currently anticipated that during 2018 Chubb European Group Limited will convert to a public limited company, when it will be known as Chubb European Group Plc. It is then proposed that the company converts into the legal form of a European Gompany (Societas Europeae), when it will be known as Chubb European Group SE. The company will still be domiciled and have its registered office at the same address in England and will remain authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.