Cyber Liability

**Cyber Claims Road Map**

Your company discovers a cyber security breach...now what?

Remember that your AXA XL Cyber & Technology policy includes a lot more than just coverage. It comes with our dedicated claims team who can help you navigate through a cyber security breach. We’ll help you respond and recover so that you can keep your business moving forward. Use the Cyber Claims Road Map below as a quick reference for what to do. Keep a copy handy and share with your incident response plan team.

1. **You are here:**
   Your firm has suffered a security incident. The clock is now ticking. It’s time to do right by your customers, employees, shareholders and others. A quick, effective response may help you avoid lawsuits and regulatory inquiries.

2. **Immediately gather your internal team and review your incident response plan.**
   Call the AXA XL Data Breach Hotline at **855-566-4724** which is monitored seven (7) days a week. Leave a voicemail message. One of our AXA XL Cyber Claims team members will return your call promptly.

3. **Debrief with AXA XL Cyber Claims.**
   Some important things to cover:
   - What type of event?
   - Lost device?
   - Malicious hacker?
   - Disgruntled employee?
   - What type of information?
   - Where are affected individuals located?
   - How many people involved?

4. **An AXA XL Claims Specialist will help you formulate your response plan:**
   1. Engage pre-approved expert privacy attorneys to determine legal applicability of actions to respond to reporting requirements and maintain privilege.
   2. Engage computer forensics to determine existence, cause and scope of the breach.
   3. Do we need to hire a public relations or crisis communications firm?
   4. Do we need to notify? If yes, who? Customers? Employees?
   5. Do we need a call center?
   6. Do we need to provide credit or identity monitoring?

5. **Execute your Response Plan**
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