



# Cyber Claims Road Map: Prepare, prevent and recover

We're here to help you prepare for and prevent a cyber security breach before hackers even get you in their sight. But if you suspect that you have been the victim of a cyber attack... what should you do next? Use the Cyber Claims Road Map below to help guide you through the claims process. Keep a copy handy and share with your incident response plan team.

## Before a breach:

### Welcome to your policy

Your organization has purchased an AXA XL cyber and technology insurance policy.



### Register for helpful resources

If you haven't already, register at [www.cyberriskconnect.com](http://www.cyberriskconnect.com), our cyber security portal that helps you prepare and recover with risk mitigation and incident response services and resources.



### Prepare

Familiarize yourself with the following steps, so you are best prepared to respond if or when your business suffers a security incident.



## 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.



### 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.



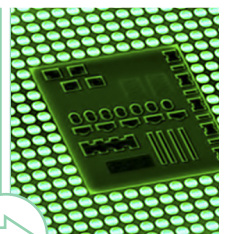
### Debrief with AXA XL Cyber Claims. Some important things to cover:

- What type of event?
- Lost device?
- Malicious hacker?
- Disgruntled employee?
- What type of information?
- Where are affected individuals located?
- How many people involved?



### 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?



### Execute your response plan

The information contained herein is intended for informational purposes only. Insurance coverage in any particular case will depend upon the type of policy in effect, the terms, conditions and exclusions in any such policy, and the facts of each unique situation. No representation is made that any specific insurance coverage would apply in the circumstances outlined herein. Please refer to the individual policy forms for specific coverage details.

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