

Cyber Breach Response



Response team and incident roadmap

When you purchase a Cyber policy, what you're really buying is a recovery plan with a pre agreed budget for the deployment of an incident manager and specialists to assist you in the event of a claim.

DUAL works closely with the Canopus Cyber Incident Management Team (Canopus CIMT) to manage all cyber incidents from initial notification through to resolution. We work with a dedicated breach response team which includes specialist Lawyers, IT Forensic Investigators, Forensic Accountants and Consultants, who all have significant experience to help ensure the best possible outcome for the Insured.

Within two hours of calling the call centre or using the monitored email address below, an **Incident Manager** will provide a call-back to the nominated point of contact of the Insured. During this **initial incident fact find**, the Incident Manager will **recommend appropriate steps to respond to the incident**, which may include engaging one or more of our expert service providers from our panel.

Incident Managers are based around the world, contactable 24/7/365, speaking a wide array of languages. They are seasoned experts in handling cyber incidents and **will support the Insured throughout its claim** with a carefully managed and coordinated response.

DUAL Cyber Incident Call Centre

In the event of a Claim or Loss, contact the Canopus CIMT
 Telephone: +44 (0) 333 305 8045 / 1 844 502 9237
 Email: cyber.incident@canopus.com



DUAL Cyber Breach Response Process

Notification to CCIMT 24/7/365

CCIMT to investigate

CCIMT instruct experts

Resolution

Stakeholder engagement



The DUAL Cyber Services Provider Panel

IT Forensics	Legal (Breach/Defence)	Public Relations	Notification/ID Protection	Business Interruption

Notification

In order to ensure that security/privacy breaches are managed efficiently and effectively, policyholders are able to make notifications via the following methods:

Telephone the Canopius Cyber Incident Management Team in the first instance on +44 (0) 333 305 8045/1 844 502 9237 or send an email to the cyber.incident@canopius.com

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