



# CYBER CLAIMS





# COMPREHENSIVE RESPONSE MANAGEMENT FROM RSA

At RSA, we pride ourselves on providing an excellent claims service. Nowhere is this more important than when a customer suffers a cyber incident.

Time is of the essence but haste can cause as many problems as it solves. Expert help and advice is the key to a speedy and effective resolution of the problem.

**Together with our partners, Crawford, we provide a 24/7/365 response that will:**



Immediately triage the issue and advise on the best course of action



Provide a panel of I.T. Forensic experts who will investigate the incident and resolve it



Provide assistance in the event that a large number of data subjects need to be notified



Provide advice on legal obligations and how best to communicate with regulators



Help return business operations to pre-incident levels.

## In the event of a cyber incident

We simplify the process by providing a convenient helpline that is always available for customers to call to make a first notification of loss (FNOL).

This first point of contact is vital and enables us to manage the process from there. An incident manager will then be appointed to manage the process end to end.

**"All our incident managers are accredited by Crawford to ensure they have the expertise to manage the complexity of cyber incidents"**

Crawford

## A coordinated approach and rapid resourcing equals a successful outcome

The worst has happened and the clock is running. Under the General Data Protection Regulation (GDPR), you have 72 hours from discovery of an incident to notify the relevant regulatory authority. This timeline will vary in other territories in accordance with the appropriate legislation.

### Most importantly, you will need to deal with the cyber incident and will need:

- The assistance of I.T forensics experts
- Legal advice - what are your legal obligations in various jurisdictions? What is the best way to interact with the regulators?
- Help with notification of data subjects if necessary. Will you need to provide a call centre, credit monitoring, identity theft cover?
- Public relations experts
- Forensic accounting to help you quantify loss
- Security experts to deal with extortion threats if necessary.

It is almost impossible to organise this on an ad hoc basis – fortunately we have you covered.

## The process

Once the first notification of loss is received via our dedicated helpline a clear and comprehensive process is followed:

### FNOL

- 24/7/365 notification
- Certified Incident Manager (CIM) appointed
- Notification to inform stakeholders.

### within 5 hours

- First response to insured
- Commence investigation
- Immediate mitigations
- Appoint experts
- Triage call(s) with stakeholders
- Policy coverage reviewed
- Clear discovery plan emerges.

### within 24 hours

- Investigations well underway
- Initial indications emerging
- Immediate mitigations work continuing
- Regular updates to stakeholders.

### within 48 hours

- Initial investigations concluding
- Regular updates to stakeholders continuing
- Policy coverage view emerging
- Immediate mitigation work maturing
- Clear solution plans emerging.





### Highlights

- ✓ Certified Incident Managers – qualified and trained to manage the process
- ✓ Global coverage, available in over 200 languages
- ✓ An extensive panel of I.T. forensic, legal, accounting, public relations and security experts with a global footprint.

### Cyber Protection from RSA

The costs associated with managing a cyber incident are significant and can escalate dramatically, but with Cyber Protection from RSA, we have you covered.

Not only do we, with our partners, manage the incident for you, we also cover the costs.

Once the incident has been resolved you may face regulatory scrutiny and claims from data subjects and third parties. Our policy covers your defence costs and any damages that are assessed against you. We also cover your loss of profit from an incident, ensuring, as far as possible, that the impact to your business is minimised.

**See our product brochure for more details:**

[Click here to view our Cyber Protection product brochure](#)

**Our partners:**

  
**Crawford**  
<http://www.crawco.com>

**Deloitte.**  
<http://www.deloitte.com>

### COUNTRIES WITH RSA AND CRAWFORD REPRESENTATION

- RSA Representation
- Crawford Representation
- No RSA Representation

