



Asia / International Financial Lines

## Cyber Claims Road Map

### Your company discovers a cyber security breach.... Now what?

You suspect you've been the victim of unauthorized access to, misuse of, modification to the network, and / or denial of network resources by attacks perpetuated through malware, viruses, spyware, or the like.

### What should you do next?

Remember that your insurance policy includes a lot more than just coverage. It comes with a dedicated claims team who will help you navigate through a cyber security breach. We'll help you respond and recover, so that you can keep your business moving forward. The Cyber Claims Road Map below is a quick reference guide. Keep a copy handy and share with your incident response plan team members.

#### 1 You are here:

Your company has suffered a security incident. The clock is now ticking. It's time to do right by your customers, employees, shareholders and other stakeholders. A quick, effective response will help you avoid lawsuits and regulatory enquiries.

#### 2 Time is of the essence.

Immediately gather your internal team and review your incident response plan.

**3** Call our Data Breach team Hotline on **1800 466 380** in Australia or **+852 3719 4302 / +65 6603 6683** from anywhere in Asia. These hotlines are monitored 24hrs a day, 7 days a week by Breach Response Experts.

**4** In conjunction with our Breach Response Experts, one of our Cyber Claims Team members will contact you with a preliminary mitigation response plan and next steps to be taken, including:

- Preparing a background and incident status brief;
- Guiding you on immediate steps;
- Co-ordinating your key internal contacts;
- Discussing the potential requirement of third-party vendors such as IT security and forensic computer vendors, and public relations or crisis management vendors.

**5** Execute your mitigation response plan.

**6** Preliminary assessment of seriousness and risk of harm delivered.

**7** Co-ordinate notification to the regulators, law enforcement bodies, affected customers, and any other third-parties, should it be required.

## Our breach response partners

### Incident Management and oversight

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### IT incident response and forensics

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### Legal services, data breach privacy and coverage counsel

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### Public relations

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### Data service and identity protection

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