



# Cyber breach response claims process

When you buy a DUAL cyber policy, what you're really investing in is a recovery plan with direct access to a hotline, 24 hours a day, 7 days a week, should you suffer a notifiable incident.

In addition, each policy provides access to a Cyber Incident Management Team (CIMT) who will coordinate and manage DUAL's approved third-party specialists following an incident, to attempt to recover, rectify and reverse any loss suffered in the event of a covered claim.

## Dedicated response team

DUAL Australia has partnered with the CIMT to manage all cyber incidents from initial notification through to resolution. Incident managers perform the key role of triaging new incidents, arranging assistance for insureds from our panel of expert service providers, and then project managing these vendors in remediating an incident.

CIMT are technical cyber insurance professionals who solely handle the management of cyber incidents.

## DUAL cyber incident hotline

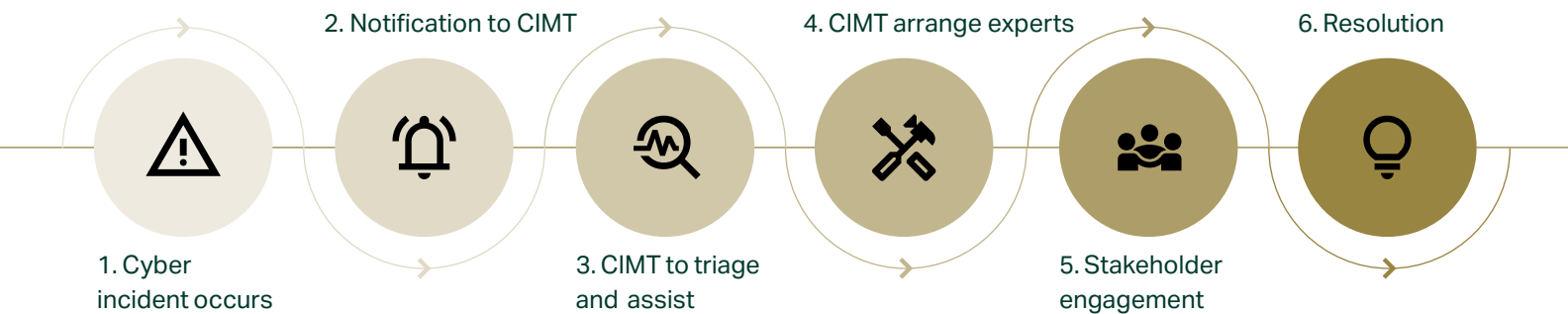
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In the event of a claim or loss, contact CIMT notification service:

cyber.incident@canopius.com      1300 004 880

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# Cyber breach response process



All incident response management services conducted directly by the CIMT are provided at no extra cost to DUAL insureds, and don't affect or erode the available policy limit.

Additionally, CIMT have partnered with a panel of expert service providers, including:



IT forensics



Ransomware negotiation



Public relations



Identity protection



Legal assistance

Furthermore, all DUAL insureds benefit from DUAL's Australian-based, in-house claims support team, providing efficient and reliable claims service.

## Helping you do more

Sydney | Melbourne | Perth | Brisbane

1300 769 772

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