



Cyber breach response claims process

When you buy our 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, if you suffer a notifiable incident.

In addition, each policy provides access to a Cyber Incident Management Team (CIMT) that coordinates and manages our 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

We've 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 only handle the management of cyber incidents.

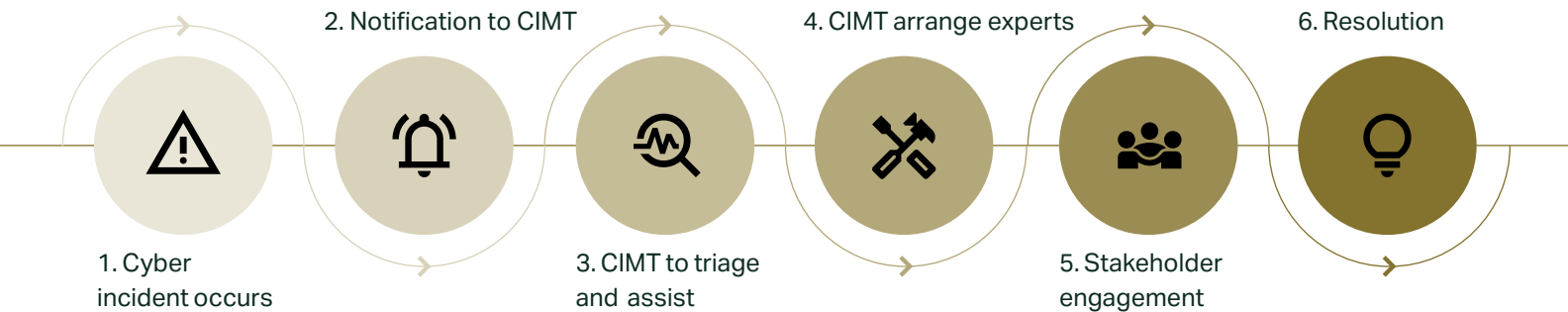
DUAL Cyber incident hotline

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

cyber.incident@canopius.com

+64 4 831 0243

Cyber breach response process



All incident response management services conducted directly by the CIMT are provided at no extra cost to DUAL insureds, and do not 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 New Zealand-based, in-house claims support team, providing efficient and reliable claims service.

Helping you do more

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