



## Cyber Breach Response Team & Incident Roadmap

**DUAL Cyber Incident Hotline:  
1300 004 880**

**When you purchase 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 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 Cyber Incident Management Team (CIMT) to manage all cyber incidents from initial notification through to a resolution. Incident Managers perform the key role of triaging new incidents, arranging assistance for insured 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



**In the event  
of a Claim  
or Loss...**



**Contact CIMT  
Notification  
Service**



**Email:  
cyber.incident@  
canopus.com**



**Phone:  
+64 4 831 0243**

**DUAL AUSTRALIA**

**SYDNEY | MELBOURNE | PERTH | BRISBANE**

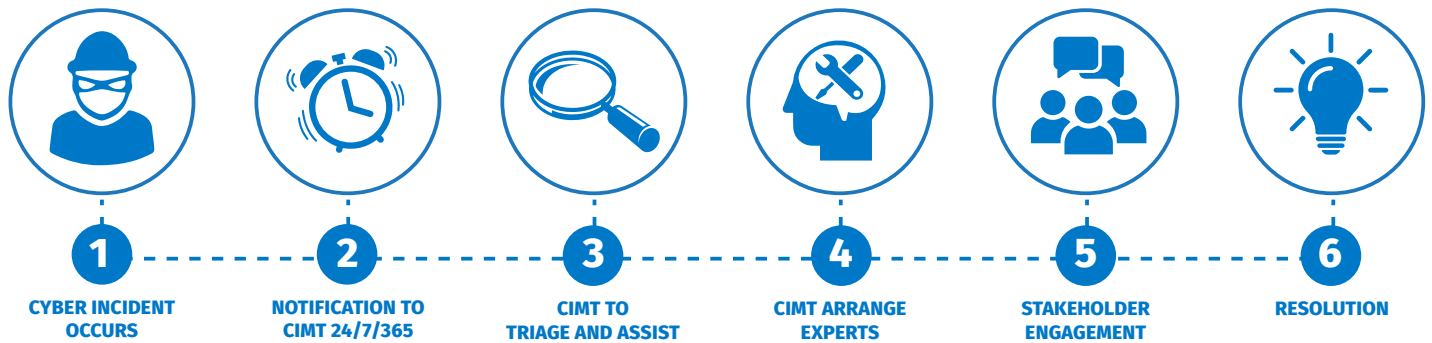
Tel: 1300 769 772 [www.dualaustralia.com.au](http://www.dualaustralia.com.au)

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# Cyber Breach Response

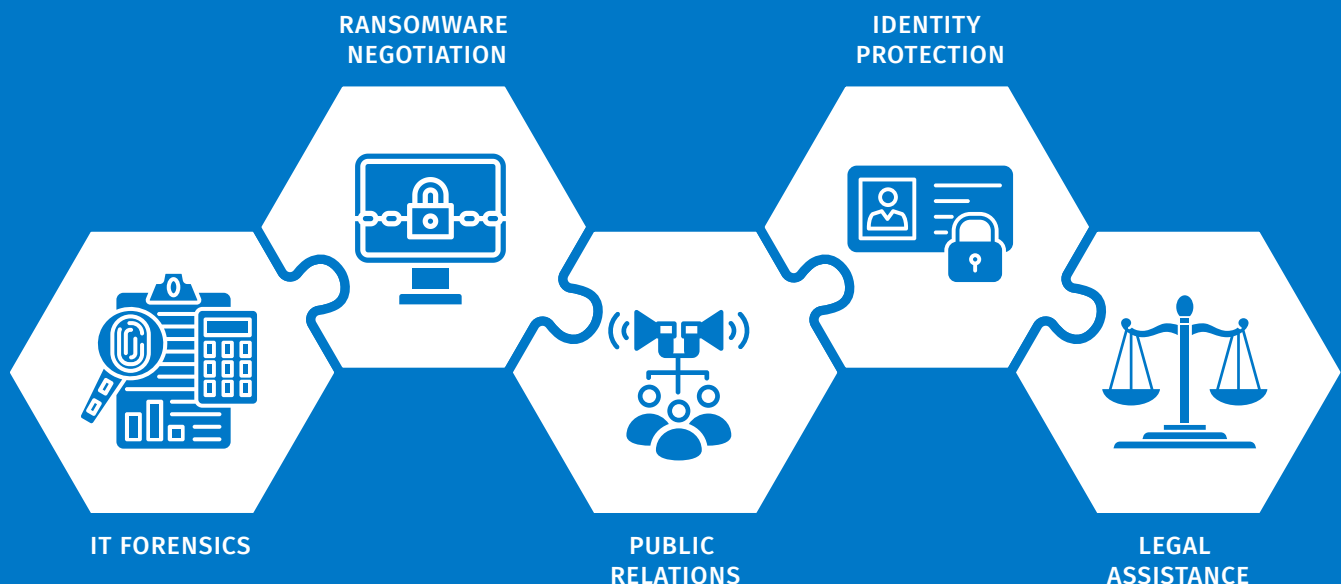
## CYBER

### Breach Response process



**All incident response management services conducted directly by the CIMT are provided at no additional 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:



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