



Cyber Breach Response



Response team and incident roadmap

When you purchase a DUAL Cyber policy, what you're really buying is a recovery plan with a pre-agreed budget for the deployment of an incident manager (IM) and specialists to assist you in the event of a claim.

DUAL works closely with the Canopius Cyber Incident Management Team (CIMT) to manage all cyber incidents from initial notification through to resolution.

We work with a dedicated breach response team which includes specialist lawyers, IT forensic investigators, forensic accountants and consultants, who all have significant experience to help ensure the best possible outcome for the Insured.

Within two hours of calling the call centre or using the monitored email address below, an IM will provide a call-back to the nominated point of contact of the Insured.

During this initial incident fact find, the IM will recommend appropriate steps to respond to the incident, which may include engaging one or more of our expert service providers from our panel.

IMs are based around the world, contactable 24/7/365, speaking a wide array of languages. They are seasoned experts in handling cyber incidents and will support the Insured throughout its claim with a carefully managed and coordinated response.

DUAL Cyber incident call centre

In the event of a claim or loss, contact the CIMT

+44 (0)333 305 8045

1 844 502 9237

cyber.incident@canopius.com



Need to notify a claim?

Step by step:

01

Notify CMIT (Canopius Cyber Incident Management Team)

In order to ensure that security / privacy breaches are managed efficiently and effectively, Insureds are able to make notifications via the following methods:

Telephone the CIMT in the first instance on:

+44 (0)333 305 8045

1 844 502 9237

or send an email to: cyber.incident@canopius.com

02

Triage Call

After running through a series of questions the IM may recommend various vendors from the DUAL Cyber services provider panel.

03

Claims Notification

After the triage call, the IM notifies DUAL Claims and requests a copy of all policy documentation. The IM would issue a Without Prejudice Letter to the Insured and engages the chosen vendors.

04

The Broker

The broker's role is to continue to help the Insured understand their policy, including any exclusions and sub-limits.

05

Resolution

- The IM coordinates invoice payments with DUAL / CNP claims handler.
- Vendor costs are partially / fully covered - subject to policy coverage.
- The client is back up and running as quickly as possible.
- Our vendors have worked on 1,000s of cases together to get the best possible outcome for our Insureds.

Pitfalls to avoid

- The Insured assumes full reimbursement
- Engagement of non panel vendors who are not experienced
- Failure to engage legal counsel early – Non-compliance with GDPR

DUAL Cyber breach response process



The DUAL Cyber services provider panel

Digital forensics and recovery

GROUP-IB

>_Code blue

Grant Thornton

KROLL



S-RM

Secureworks®

F T I CONSULTING

CYBERCLAN™

Arete

Triskele Labs

Legal assistance

CLYDE&CO

CMS
law·tax·future

Pinsent Masons

MULLEN
COUGHLIN

WILSON ELSE

Kennedys

DAC BEACHCROFT

Clark Hill

wotton
kearney+

Public relations

F T I CONSULTING

KEKST
CNC

FLEISHMAN HILLARD

Mass notification, ID protection and credit monitoring

experian™

KROLL

Ransomware negotiation

Arete

CYBERCLAN™

Data mining

integreon

Helping you do more

Find out more at: dualinsurance.com

In order to ensure that security / privacy breaches are managed efficiently and effectively, policyholders are able to make notifications via the following methods:

Telephone the Canopius Cyber Incident Management Team in the first instance on:

+44 (0) 333 305 8045

1 844 502 9237

or send an email to cyber.incident@canopius.com

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