KROLL

Cyber Incident Response Retainer

Preparing organizations for critical events and strengthening resilience before they happen



KROLL

Respond Faster. Reduce Risk. Be Ready with Kroll.

The Challenge: Preparing for and Responding to Critical Cyber Events

Security and risk leaders are under pressure to respond quickly to disruptive cyber events while continuously improving resilience. However, many organizations lose valuable time and visibility when support is only arranged after an event occurs.

Common challenges include:

- Delays in incident response due to contracting, scoping and onboarding
- Unclear escalation paths when a critical event occurs
- Gaps in incident response readiness and technical preparedness
- Unused or underutilized retainer credits
- Difficulty balancing reactive incident response needs with proactive resilience priorities
- The need to quickly access the right expertise as cyber and enterprise risks evolve

Kroll's Cyber Incident Response Retainer helps address these challenges by establishing response access, onboarding, service reviews and expert guidance before they are urgently needed.

Kroll Cyber Incident Response Retainer — The Speed Dial for Mitigating Risk Events

By consolidating incident response access, readiness support and proactive cyber services into a single, flexible retainer agreement, organizations can move faster, budget smarter and respond more effectively when it matters most. With priority access to Kroll's global incident response team and multidisciplinary risk experts, organizations can use organizations can use Kroll's Cyber Incident Response Retainer to support both urgent incident response needs and proactive resilience initiatives.

As a trusted cyber insurance panel provider, Kroll can mobilize immediately in coordination with insurers and breach counsel, helping organizations respond with greater speed and confidence. Flexible multi-year options, ongoing, service reviews and guidance on credit utilization help organizations maximize the value of their retainer while aligning services to evolving cyber and enterprise risk priorities.

Key Benefits

Maximize your retainer investment	Apply 100% of your prepaid retainer value (credits) toward eligible services within the retainer menu, with guidance on credit utilization.
Respond faster when it matters most	Defined remote support service levels provide rapid access to Kroll's incident response expertise.
Be ready before an incident happens	Structured onboarding, gap analysis, readiness activities and eligible executive sessions help improve preparedness.
Increase visibility and control	Quarterly service reviews, reporting and sector intelligence help track value and inform next steps.
Stay flexible as risks evolve	Access multidisciplinary expertise across cyber, enterprise security, investigations, diligence, compliance and other eligible services.
Plan with greater confidence	Multi-year options, enhanced rollover opportunities and service management support that align retainer usage to long-term resilience and renewal planning.

On-Call Access to Experts and Services across Multiple Risk Disciplines



Choose The Retainer Tier That Fits Your Needs

Cyber Incident Response Retainer tiers are designed to scale based on your organization's response needs, onboarding requirements, credit flexibility and long-term resilience goals.

Each tier provides defined remote support service levels, access to threat intelligence reporting, quarterly service reviews and rollover options aligned to the level of support selected.

FEATURES	BRONZE	SILVER	GOLD	PLATINUM
24 Hours Onsite Support	✓	✓	✓	✓
Max Remote Support SLA	6 hours	4 hours	2 hours	2 hours
Onboarding	**Level 1:** Retainer introduction and escalation paths	**Level 2:** Bronze + Intake form (Analysis & Recommendations)	**Level 3:** Silver + IR Readiness Workshop	
Quarterly Service Reviews + Sector Intel Reporting	✓	✓	✓	✓
Threat Intelligence Reporting	✓	✓	✓	✓
Educational Session for Executives (One-Time Post-Onboarding Activity)	–	–	✓	✓
KrollONE Platform	✓	✓	✓	✓
Rollover Credits (Single year)	Up to 10%	Up to 20%	Up to 25%	Up to 30%
Rollover Credits (Multi-year)	–	Up to 40%	Up to 60%	Up to 100%
Rate Discount – Cyber and ESRM*	5%	10%	15%	20% IR / 15% proactive

**Rate Discount – Cyber and Enterprise Security Risk Management: excluded Investigations Diligence & Compliance Services*

KROLL

Flexible Access to Multiple Risk Advisory Services

Unlike many firms, Kroll gives you the opportunity to customize your retainer with a wide variety of enterprise risk management services best suited for your situation and goals.

Cyber and Data Resilience

- Incident Response, Readiness and Recovery
- Crisis Communications
- Security Advisory and Assessments
- IAM assessments
- Vulnerability and Penetration Testing (VAPT) and Red Teaming
- AI Risk Management
- OT Security Services
- eDiscovery and Privacy Services
- Threat Intelligence Services
- Corporate Legal Solutions
- Financial Crime Investigations
- Data Breach Notification and Identity Monitoring
- Expert Witness and Litigation Advisory

Enterprise Security Risk Management

- Global Business Continuity, Resiliency and Disaster Preparedness
- Physical Security Program Maturity Assessment
- Executive Risk Assessment
- Physical Threat Management
- Physical Security Assessments
- Executive Protection Program Review

Investigations, Diligence and Compliance

- Public Records-Based Background Investigations
- Illicit Trade / Counterfeit Goods Controlled Undercover Buys
- Internal Investigations
- Identification of Online Bad Actors
- Influencer Vetting
- Pre-Acquisition Due Diligence
- Review ABC, AML, Trade Compliance Policies and Procedures
- Fraud and ABC Risk Assessments
- ABC Compliance Audits

Practical Use Cases

Cyber incident or ransomware event
Rapidly engage incident response expertise to support containment, investigation and recovery planning.

Regulatory or resilience pressure
Use credits for readiness programs, tabletop exercises, cyber risk assessments or resilience advisory support.

New platform or application launch
Apply credits toward penetration testing, security assessments or data protection reviews before go-live.

M&A or transaction activity
Support diligence efforts with cyber risk assessments, investigative support and pre-acquisition reviews.

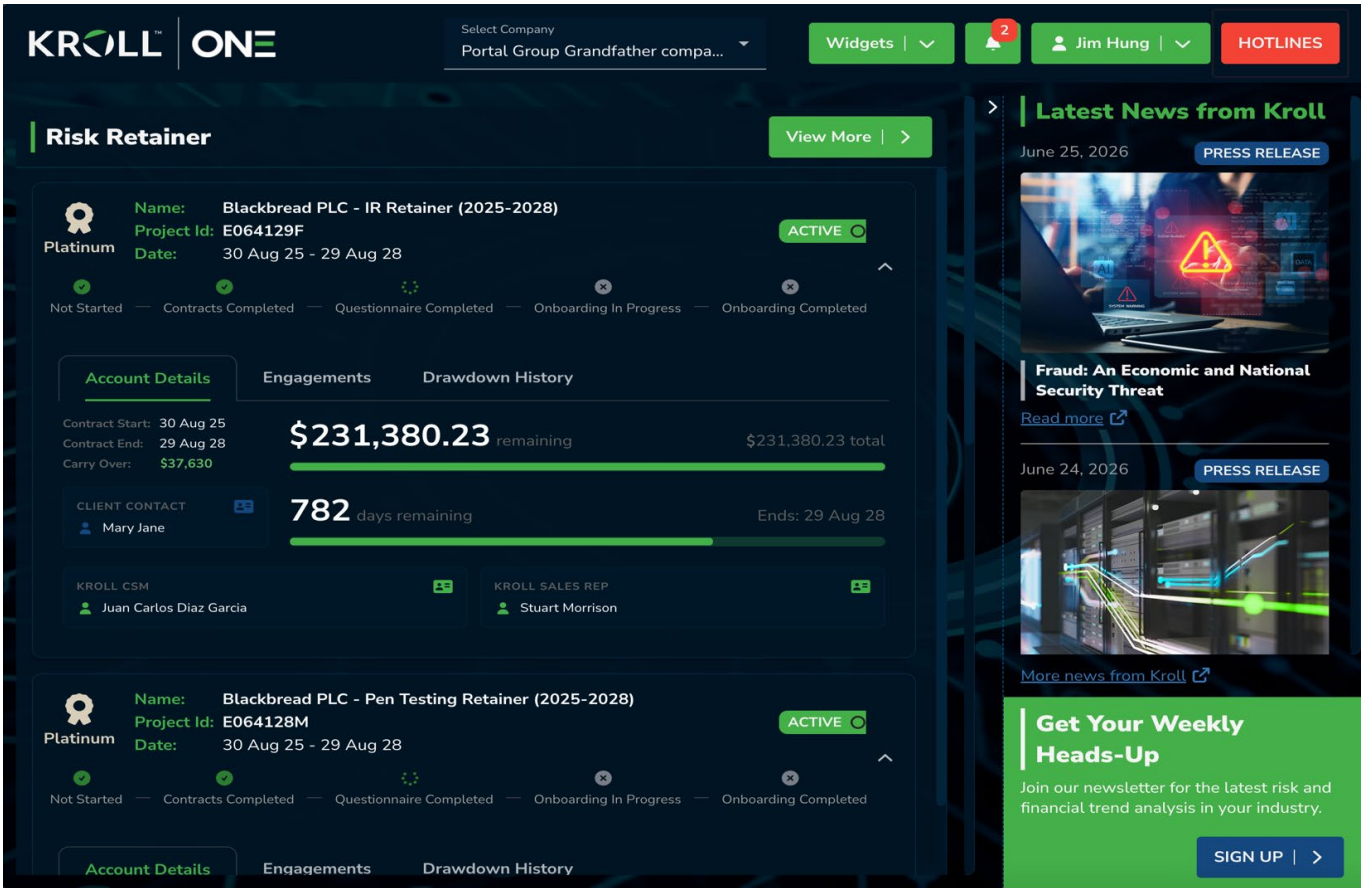
Executive or physical threat
Access threat intelligence, executive protection and enterprise security risk management expertise.

Introducing KrollONE

Your Gateway to Kroll Cyber Services

Kroll's Cyber Incident Response Retainer can be managed through KrollONE, our unified client portal for Cyber & Data Resilience engagements. The platform brings services such as Managed Detection & Response, Retainer services, and Threat Intelligence into one connected experience, with additional capabilities added over time.

For Cyber Incident Response Retainer clients, this means retainer status, credit usage and escalation paths are available in a single, self-service view rather than spread across emails and reports.



KrollONE dashboard: A live view of retainer status, drawdown history and account details in one place.

Key Benefits

Real-time retainer visibility

Balance and burn-down status are always up-to-date supporting budget and executive-level accountability.

Faster access to expert support

Preferred escalation paths connect security teams directly to the right experts, reducing response time during critical events.

Unified view of your security program

Full visibility into how your credits are used, making demonstrating value and renewal decisions clearer.

Built to grow with you

KrollONE is built to expand and grow. As your risk priorities shifts, the platform shifts with them.

One portal to rule them all

Consolidate your Kroll services into one centralized portal, replacing scattered logins and tools with a single, seamless experience.

KROLL

Our Client Journey

Kroll's Cyber Incident Response Retainer is designed to deliver value from the start of the relationship, not only when an incident occurs. After joining, clients follow a structured journey that supports readiness, visibility and ongoing resilience planning.



1

Onboarding and Escalation Setup

Kroll introduces the retainer program, confirms escalation paths and helps ensure key stakeholders understand how to engage support when needed.

2

Intake and Readiness Review

Clients complete an onboarding intake process to help Kroll understand their environment, priorities and potential readiness gaps. Depending on the tier, this may include gap analysis, recommendations and IR readiness activities.

3

Response Readiness and Expert Alignment

Kroll helps align clients to the right cyber and enterprise risk experts based on their needs, whether for incident response preparedness, security assessments, threat intelligence, advisory support or other eligible services.

4

Quarterly Service Reviews

Quarterly service reviews provide visibility into credit usage, sector threat intelligence, upcoming priorities and opportunities to apply credits toward proactive resilience initiatives.

5

Renewal and Long-Term Planning

Kroll supports clients throughout the retainer lifecycle with reporting, guidance on credit utilization and planning discussions that help maximize value, reduce underuse and inform renewal or multi-year options.

Across 30+ Countries and Territories



The Americas

Atlanta
Austin
Bogotá
Boston
Buenos Aires
Chicago
Dallas
Hamilton
Houston
Los Angeles
Mexico City
Miami
Morristown
Nashville
New York
Philadelphia
Richardson
San Francisco
São Paulo
Seattle
Secaucus
Sunnyvale
Toronto
Washington, DC

Caribbean

British Virgin Islands
Cayman Islands

Europe, Middle East and Africa

Abu Dhabi
Agrate Brianza
Amsterdam
Berlin
Birmingham
Cape Town
Dubai
Dublin
Frankfurt
Gibraltar
Jersey (CI)
Johannesburg
Leeds
Lisbon
London
Luxembourg
Madrid
Manchester
Mauritius
Milan
Munich
Padua
Paris
Riyadh
Rome
Tel Aviv
Turin
Zurich

Asia Pacific

Bangalore
Beijing
Christchurch
Guangzhou
Hanoi
Hong Kong
Hyderabad
Jakarta
Kuala Lumpur
Manila
Melbourne
Mumbai
New Delhi
Shanghai
Shenzhen
Singapore
Sydney
Taipei
Tokyo

KROLL®

Why Kroll?

✓ Trusted by Leading Organizations Worldwide

Kroll is trusted by leading enterprises, insurers, law firms and regulated organizations worldwide. With representation on more than **50 cyber insurance panels**, Kroll can mobilize quickly alongside insurers and breach counsel to support complex cyber incidents, sensitive investigations and critical risk events.

✓ Designed to Maximize Retainer Value

Clients can apply 100% of eligible credits toward services within the retainer menu, with rollover options, tier-based discounts and guidance on credit usage to help reduce underutilization.

✓ Flexible Across Evolving Risk Needs

Our retainer is not limited to just incident response. Clients can access eligible services across Cyber and Data Resilience, Enterprise Security Risk Management, Investigations, Diligence and Compliance, and other risk advisory areas as priorities evolve.

✓ Supported by Ongoing Service Management

Quarterly service reviews, reporting, sector threat intelligence and strategic recommendations help clients track usage, identify opportunities and align their retainer to business priorities.

✓ Built for Long-Term Partnership

With multi-year options, enhanced rollover opportunities and ongoing expert alignment, Kroll helps clients plan beyond the immediate contract period and build a more resilient risk management program.

✓ Built for Readiness, Not Just Response

Kroll helps clients prepare before an incident occurs through structured onboarding, escalation planning, intake-based gap analysis, IR readiness activities and executive-level sessions available for eligible tiers.

Industry Recognition

IDC

Kroll named a Global Leader in Incident Response Readiness

HEDGEWEEK US EMERGING MANAGER AWARDS 2024

Kroll Named Best Regulatory Advisory & Compliance Firm

CREST | PEN TEST | CSIR | SOC

CREST - accredited for Penetration Testing, SOC and IR services

FORRESTER®

LANDSCAPE Cybersecurity Consulting services (Global) Notable Provider

Want to Learn More About How It Works or Pricing? Contact the Following:



Jerry Cotellesse
America Lead
Cyber Incident Response Retainer
Cyber and Data Resilience
+1 6109065608
jerry.cotellesse@kroll.com



Juan Carlos Diaz
EMEA and APAC Lead
Cyber Incident Response Retainer
Cyber and Data Resilience
+34 607726420
juancarlos.diazgarcia@kroll.com

Additional hotlines at:
kroll.com/hotlines

Or via email:
CyberResponse@kroll.com

About Kroll

Kroll is a global financial and risk advisory firm and the definitive authority at the intersection of valuation, risk and transactions, trusted by boards, investors and regulators when decisions matter most. Our team of more than 6,500 professionals worldwide combines financial advisory rigor with investigative and risk intelligence capability, delivering the trusted expertise clients need when the stakes are highest. Learn more at Kroll.com.

M&A advisory, capital raising and secondary market advisory services in the United States are provided by Kroll Securities, LLC (member FINRA/SIPC). M&A advisory, capital raising and secondary market advisory services in the United Kingdom are provided by Kroll Securities Ltd., which is authorized and regulated by the Financial Conduct Authority (FCA). Valuation Advisory Services in India are provided by Kroll Advisory Private Limited (formerly, Duff & Phelps India Private Limited), under a category 1 merchant banker license issued by the Securities and Exchange Board of India.

Kroll® is a trademark registered in the United States and 50 other jurisdictions, with applications pending in additional countries.

© 2026 Kroll, LLC. All rights reserved. KR25020317_Y0726