

Organization name:
Policy number:



Zurich Cyber Insurance Policy - Concierge Suite

Benefits and incident response plan

Your **Zurich Cyber Insurance Policy-Concierge Suite** includes comprehensive coverage for both first-party and third-party incidents. The type of assistance you need will depend on which type of incident your organization experiences (see below):

What you need to do to prepare your organization

Once your policy is in force, request a complimentary onboarding session with a technical expert from Zurich Cyber Risk Engineering. This orientation provides an overview to your policy and valuable insights about incident response best practices, cyber incident reporting protocols, and how to contact your breach coach.

Email CyberRE@zurichna.com to schedule your session.

Incident response plan

Cyber incidents can occur 24/7, 365 days a year. Have a copy of your policy, policy number and hotline contact information available at all times.



Questions about the Claims process?

Contact your underwriter to set up a meeting with one of our in-house claims attorneys for more information about the claims handling process and what to expect.

Note: Use of the hotline does not replace notification and reporting obligations under your insurance policy. Notify Zurich's Customer Care Center at 800-987-3373 or usz.cyberclaims@zurichna.com as soon as possible to report the cyber event. A cyber claims attorney will be assigned to assess coverage under your policy.



Reporting 1st-party cyber events

If your organization is experiencing:

- a cyber extortion threat/attack
- a privacy breach
- interruption to your computer system

Leave a message on our 24/7 breach hotline: 844-396-0127 or email Zurich.breachhotline@mullen.law.

Zurich North America has joined forces with national breach coach, Mullen Coughlin. You will receive a return call within 30 minutes.

Be prepared to provide the following:

- Name of your organization
- Your policy number beginning with the prefix of "SPR" followed by your unique form number
- The name and contact information for the person handling the investigation
- A brief description of the cyber event, including when it was first discovered. (Do not wait until you have complete information regarding the incident)

A breach coach will return your call within 30 minutes to explain the process and triage your organization's cyber event, which may involve retention of a computer forensics investigator or a cyber extortion negotiator. The response will depend upon the circumstances of your situation. If there is a potential breach of personal information, there may be legal obligations to notify impacted individuals and organizations. If there is a ransomware attack, your organization may be locked out of critical infrastructure information.

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Reporting 3rd-party claims against your organization

If you receive a complaint, subpoena, arbitration notice, or demand letter from a claimant/attorney, including a state attorney general or other regulatory industry official, **notify the Zurich Customer Care Center at 800-987-3373 or email usz.cyberclaims@zurichna.com.**

Be prepared to provide the following:

- Name of your organization
- Your policy number beginning with the prefix of "SPR" followed by your unique form number
- The name and contact information for the person most knowledgeable about the claim
- A copy of the claim information, such as the complaint, demand letter, subpoena, etc.

It is important to contact Zurich as soon as possible when receiving a claim, subpoena, or other legal demand because a response may be required within a certain time period. For claims subject to coverage under the Zurich Cyber Insurance Policy – Concierge Suite Policy, a defense attorney from our list of panel counsel will be retained to conduct a legal analysis and provide an appropriate response.



This is intended as a general description of certain types of risk engineering services available to qualified customers through The Zurich Services Corporation. The Zurich Services Corporation does not guarantee any particular outcome and there may be conditions on your premises or within your organization, which may not be apparent to us. You are in the best position to understand your business and your organization and to take steps to minimize risk, and we wish to assist you by providing the information and tools to help you assess your changing risk environment.

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