



# canopius



## Cyber Breach Response

A Global Service

### Your first call in the event of a cyber attack

Cyber security threats are a business reality. As cyberattacks increase in volume and complexity, the loss of customer data and other sensitive information, as well as damage to data and computer systems can put your entire organisation at risk.

If your business becomes victim, you need an **instant response**. As your insurer, we offer expertise and services that can instantly assess your situation and begin to mitigate the incident.

### Canopius Global Cyber Response Service

A 24/7 service for cyber incidents or data breaches. Our team is here to guide, co-ordinate and ensure that we are positioned to fully support your business's recovery.

Together We're Better





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## Instant access to professional, global expertise

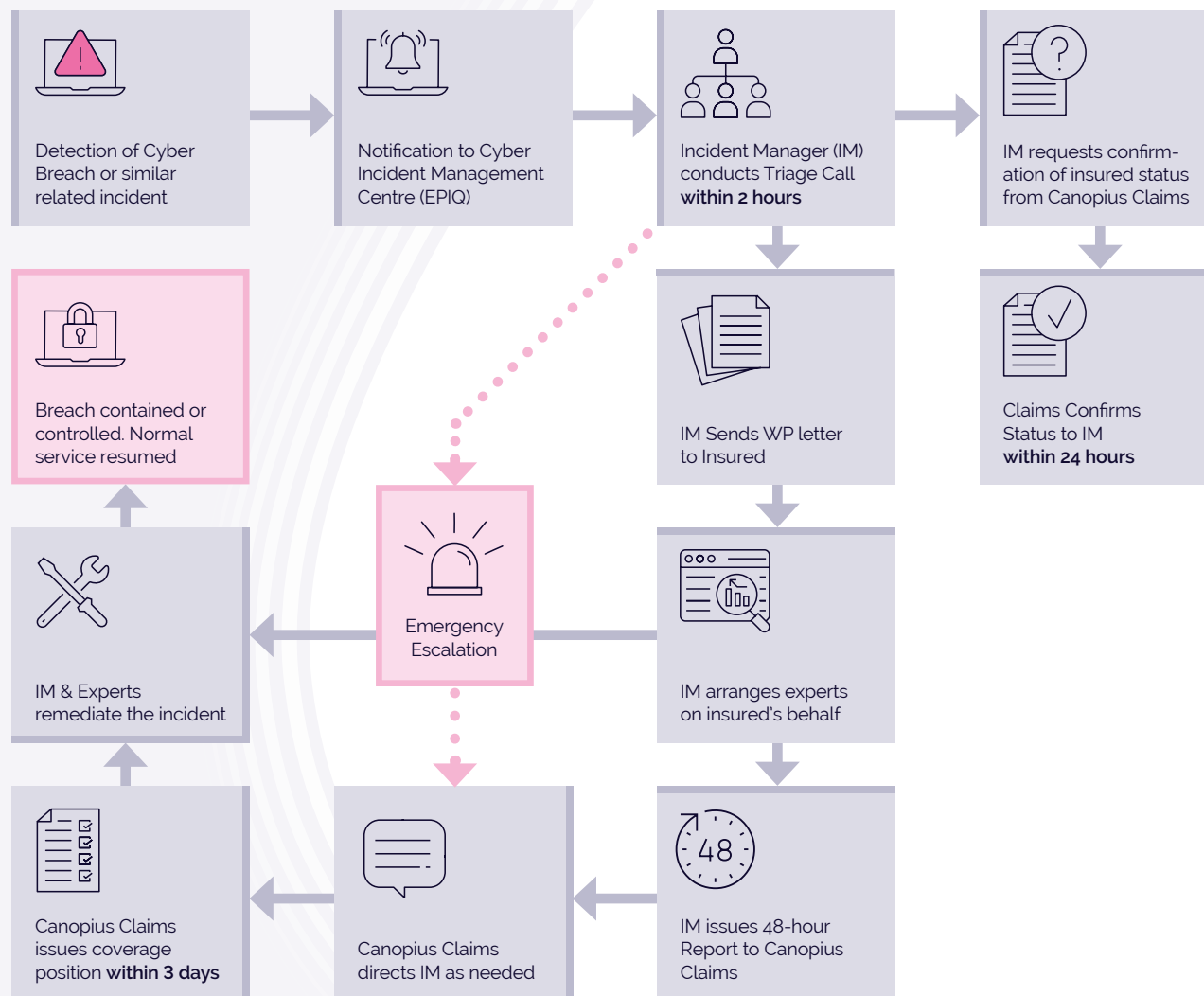
Canopus has a Global Cyber Response Service which takes notifications of new incidents through a centralised call centre or a constantly monitored inbox:

- **24-7-365 Initial Triage**
- **Access to Incident Management experts**
- **Access to our panel of expert service providers – IT Forensic, Legal, PR and more**
- **Strictly enforced service levels**
- **Multi-Lingual capabilities**



Our global team can provide dedicated underwriting, claims and risk management support.

## The Canopus Global Cyber Response Service





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Discover  
more about  
our values  
here

## Canopius Cyber Incident Managers – your cyber response within two hours

Within just two hours of calling the call centre or using the monitored email address, an **Incident Manager** (IM) will provide a call-back to the nominated point of contact of the Insured to conduct an **initial incident fact find**.

During this call, the Incident Manager will **recommend appropriate steps to respond to the incident**, which may include engaging one or more of our expert service providers from our panel.

Our Incident Managers are based all around the world, 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.

In some instances, Insureds have **specialist systems which require specific service providers to remediate**. The Incident Manager is empowered to consider such vendors in a claim scenario and will agree to their use (subject to a general reservation of rights) on a case-by-case basis.

## World-class service providers, available to support you

Incident Managers can call upon a range of firms from the Canopius panel with global expertise covering more than 200 countries and territories around the world.

All firms have pre-agreed discounted rates and Service Level Agreements (SLAs) to benefit Canopius' policyholders. These pre-agreed rates ensure that our policyholders do not have to accept potentially higher 'crisis' rack rates and can instead move immediately to the incident response, rather than negotiating over the contract and rate card.



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## The Canopus Cyber Response Service Global Panel

### Ransomware/ IT Forensic/ Restoration

 ankura

 SONTIQ  
A TransUnion® Company



 KIVU

 PRAGMA  
SECURING YOUR DIGITAL FUTURE

 Secureworks

 TRUESEC

 Arete


### Legal Services

 CLARK HILL

 CLYDE & CO

 C/M/S'  
Law & Tax

 DAC beachcroft

 Kennedys

 WILSON ELSE

 wotton  
kearney

### Public Relations

 FLEISHMAN HILLARD

 INFINITE

 KEKST  
CNC

### Identity Protection & Mass Notification

 SONTIQ  
A TransUnion® Company

 experian

This is our global panel and some of these vendors may only operate from specific territories. The overall panel provides a global capability and our Incident Managers can draw upon additional panel firms where required to ensure a high quality and vetted service for our policyholders

## Making your claim

The **Canopus Incident Managers** are not empowered to make decisions on whether an incident is covered. Coverage is not part of their role; they are experts in supporting you if a cyber incident occurs.

Our expert **Cyber Claims Team** will liaise with the Incident Manager and service providers to obtain the facts necessary to determine whether your claim is valid.

Canopus' Cyber Claims Team will also communicate with your insurance broker to provide a **prompt and clear assessment of the coverage available** for any incident.

We will aim to respond to any notification to the Cyber Response Service within **five working days** with an initial claims assessment.

## Contact

### Cyber Response Team:

cyber.incident@canopus.com

US (+1) 844 502 9237

UK (+44) 333 305 8045

AU (+61 1) 300 004 880