

Chubb Cyber ERM

Incident Response Process

This guide details how to access Chubb's incident response team, how to report a claim, and what to expect next.

>> Accessing Chubb's **Incident Response Team**



Find the "Chubb Cyber Alert" app on the Apple Store for iOS devices and the Android Store for Android devices:

App Store



Key Features

- 24/7 incident reporting via your mobile device, computer, or phone
- Access to emergency costs in the first 48 hours following an incident
- · Customised email alerts and updates
- · Streamlined access to an incident response team that will help you handle a cyber incident from the initial intake through post-review claims handling
- Enhanced local-language capabilities
- A single point of entry to response management and Chubb's claims department



Access our platform: www.chubbcyberalert.com



Telephone Hotline

Find your local number below - Please note that hot line

numbers have not changed

Local Freephone **Numbers**

Australia 1-800-027428 Austria 0800005376 Belgium 080049405 0800-0957346 Brazil 1-866-5618612 Canada Colombia 01-800-518-2642 Chile 1-230-020-1212 4001205310 China

Czech Rep Denmark Finland France Germany H. Kong Indonesia Ireland Israel Italy Japan

800-142853 80-250571 0-800-1-12382 0805101280 08005893743 800-900659 001-803-011-2974 1-800-937331 1-80-9213812 800194721 00531-1-21575

Malaysia 1-800-8-12541 Mexico 001-8552504580 Netherlands 0800 0203 267 New Zealand 0800-441402 Norway 800-12554 Panama 0018005073360 Peru 080056006 Poland 00-800-1214960 Portugal 800-8-14130 800-1206727 Singapore South Africa 080-09-82340

South Korea Spain Sweden Switzerland Taiwan Turkey (landline) Turkey (mobile) U. Kingdom

0079814 800 6017 800810089 0200883181 0800166223 00801-13-6828 08112130171 08122130043 0800-279-7004 1-844-740-9227 Vietnam (VNPT) 12032353 Vietnam (Viettel) 12280688

What to Expect - The Process

Before an incident occurs...

✓ Chubb's cyber policyholders can download the Chubb Cyber Alert app or visit
www.chubbcyberalert.com/enrollment/enroll.php to enrol. Enrolment allows for one-click reporting when an incident occurs.

When an incident happens...



Online Reporting

Report via the mobile app or online

After clicking "Report an Incident", you will receive a call requesting incident details



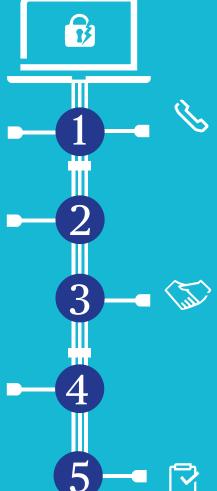
Notification to Chubb

Subject to your agreement, incident details can be sent to Chubb's cyber claims team to fulfil your policy's notification requirements. This will allow for efficient communication of policy response.



Recovery

Once the incident is contained, the Incident Manager will support you in the recovery of your business activities, with the assistance of the experts that you have appointed.



Calling to Report

Report by calling your local hotline number

You will be asked for basic contact information and incident details



Incident details will be sent to a local Incident Manager, who will contact you directly. The Incident Manager will assist you in coordinating expert assistance as needed; either via Chubb's pre-approved panel or your existing vendors upon your instruction. This may include IT forensics, public relations experts, legal counsel, fraud specialist, and other necessary assistance.

Follow-up

Chubb's specialist panel will then discuss the provision of additional services to assist you with your analysis of the incident to include future remediation, a review for lessons learned and risk mitigation advice.

Find out more at **chubb.com**

Chubb. Insured.[™]

Chubb European Group Plc registered number III2892 registered in England & Wales with registered office at 100 Leadenhall Street, London EC3A 3BP. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Full details can be found online at https://register.fca.org.uk

IMPORTANT NOTICE: In order to prepare for the UK's exit from the European Union, Chubb is making certain changes. It is currently anticipated that during 2018 Chubb European Group Limited will convert to a public limited company, when it will be known as Chubb European Group Plc. It is then proposed that the company converts into the legal form of a European Company (Societas Europeae), when it will be known as Chubb European Group SE. The company will still be domiciled and have its registered office at the same address in England and will remain authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.