

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

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



Mobile Application

New!

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



Online

New!

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

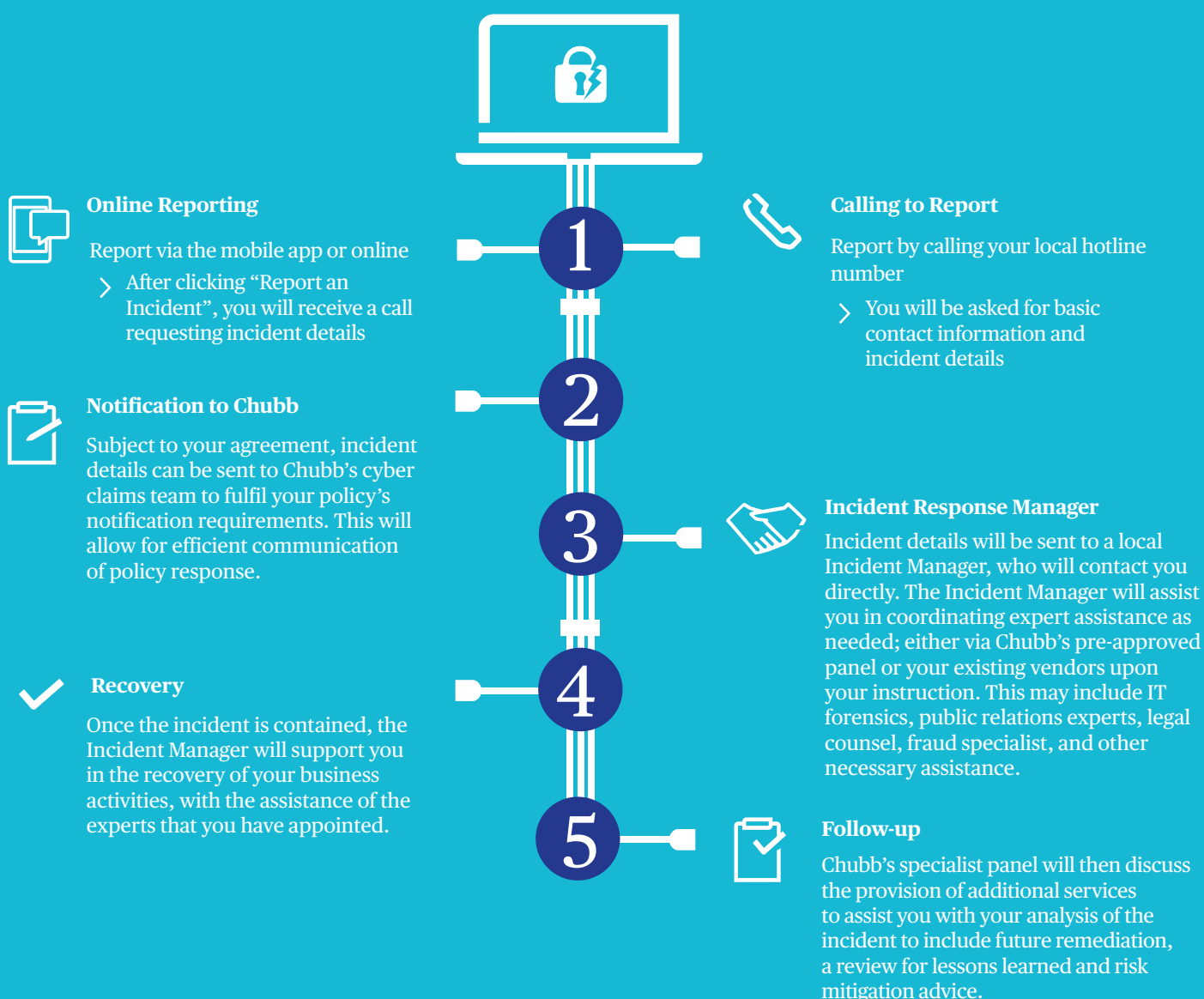
| | | | | | | | |
|-----------|-----------------|-----------|------------------|--------------|----------------|-------------------|------------------|
| Australia | 1-800-027428 | Czech Rep | 800-142853 | Malaysia | 1-800-8-12541 | South Korea | 0079814 800 6017 |
| Austria | 0800005376 | Denmark | 80-250571 | Mexico | 001-8552504580 | Spain | 800810089 |
| Belgium | 080049405 | Finland | 0-800-1-12382 | Netherlands | 0800 0203 267 | Sweden | 0200883181 |
| Brazil | 0800-0957346 | France | 0805101280 | New Zealand | 0800-441402 | Switzerland | 0800166223 |
| Canada | 1-866- 5618612 | Germany | 08005893743 | Norway | 800-12554 | Taiwan | 00801-13-6828 |
| Colombia | 01-800-518-2642 | H. Kong | 800-900659 | Panama | 0018005073360 | Turkey (landline) | 08112130171 |
| Chile | 1-230-020-1212 | Indonesia | 001-803-011-2974 | Peru | 080056006 | Turkey (mobile) | 08122130043 |
| China | 4001205310 | Ireland | 1-800-937331 | Poland | 00-800-1214960 | U. Kingdom | 0800-279-7004 |
| | | Israel | 1-80-9213812 | Portugal | 800-8-14130 | USA | 1-844-740-9227 |
| | | Italy | 800194721 | Singapore | 800-1206727 | Vietnam (VNPT) | 12032353 |
| | | Japan | 00531-1-21575 | South Africa | 080-09-82340 | 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...



Find out more at
chubb.com

Chubb. Insured.SM

Chubb European Group Plc registered number 1112892 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 Europaea), 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.

To stay up to date with our Brexit preparations and for more information about what it means for you, refer to our website at chubb.com/brexit

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