



XL Insurance

APAC & Europe / AXA XL CyberRiskConnect

Cyber Incident Response Services



Welcome to AXA XL CyberRiskConnect

Navigate the links on the right to learn
what we can do for your business.

Who we are

At AXA, we believe that insurance is a force for progress.

In today's highly connected and complex world, multinational companies need an insurance partner that has the financial strength and the global scale to offer complete expertise on managing risks.

With a holistic approach to risk identification, management and mitigation, we're driven to help your business adapt and thrive amidst change.

Rather than just paying covered claims when things go wrong, we focus on making a real contribution, so your business can go beyond the unexpected.



Your global partner for progress



Prevent, Protect, Insure

AXA XL is committed to being a trusted partner in helping our customers improve their preparedness for and response to a cyber event. As such, we offer our customers a solution that offers end-to-end services, able to respond to the full spectrum of cyber risks. Through AXA XL CyberRiskConnect, customers will have access to Cyber Incident Response providers, providing a 24/7/365 response to any Cyber incident or claim.

Working with AXA XL cyber claims handlers, this service guides insured customers through each stage of a cyber incident from initial notification, investigation, and containment, to restoration and closure of the incident.

Our Services:

- **Global hotline – 24/7/365 service** for first notification of loss
- **Dedicated cyber claims team** with extensive experience to assist throughout the lifecycle of the incident
- Access to AXA XL **preferred vendor partners** to assist in all aspects of incident response
- **Pre-incident consultation services offered** by AXA XL preferred vendor partners to provide increased employee awareness into trending threats and vulnerabilities as well as aid in the preparation of incident response plans



Key Benefits

- Clearly signposted and strategically managed cyber claims process throughout the whole incident, working with the AXA cyber claims team, from **First Notification of Loss** to Incident Resolution
- Access to **specialist vendor expertise**, combining cyber resilience insight as well as industry experience to provide relevant, timely information
- **Hotline capabilities** provide immediate incident response to support customers in responding to, containing, and resolving incidents in a cost-effective manner
- **Access to AXA XL vendor partners**, including legal advice and forensics, for assistance in determining what has been affected and how it can be contained, repaired, or restored

Key Features

Get prepared, take control, and optimize recovery

- First Notification of Loss (FNOL) services, via 24/7/365 hotline, with experienced claims professionals to assist immediately. This includes identification and allocation of the risk based on severity
- Preparation of an initial cyber incident response plan with the assistance of pre-approved expert privacy lawyers to determine legal applicability of actions and protect privilege as well as the engagement of computer forensics to determine existence, cause and scope of breach
- Access to additional support through engagement with leading partners associated with cyber incident response, including data restoration and remediation, forensic accounting, notification, credit monitoring and identity protection
- A comprehensive “hands-on” approach to incident response from FNOL and investigation, through restoration and resolution



Before a breach:

Familiarise yourself with the following steps, so you are best prepared to respond if or when your business suffers a security incident.

The clock is now ticking

It's time to do right by your customers, employees, shareholders and others. A quick, effective response may help you avoid lawsuits and regulatory inquiries, as well as mitigate your business interruption loss.

- What type of event?
- Lost device?
- Malicious hacker?
- Disgruntled employee?
- What type of information?
- Where are affected individuals located?
- How many people involved?

Immediately gather your internal team and review your incident response plan

International number + 1 404 905 8943

- Your call will be answered by an AXA XL call centre for emergency assistance with 24/7/365 access
- AXA XL will assist you in co-ordinating your response to a first party event and in containing a first party event and mitigate any further loss
- If required, AXA XL will coordinate with pre-approved incident response providers for assistance in determining what has been affected and how it can be contained, repaired or restored

An AXA XL cyber claims specialist can help you formulate your response plan:

- Engage pre-approved expert privacy lawyers to determine legal applicability of actions to respond to reporting requirements and maintain privilege
- Engage computer forensics to determine existence, cause and scope of the breach
- Do we need to hire a public relations or wwcrisis communications firm?
- Do we need to notify? If yes, who? Customers? Employees?
- Do we need a call center?
- Do we need to provide credit or identity monitoring?

Execute your response plan

AXA XL CyberRiskConnect Incident Response:

Our AXA XL CyberRiskConnect policy specialises in responding to and assisting in the successful mitigation of loss and disruption caused by cyber events. Our team seeks to provide a measured and strategically managed response, often in a crisis led environment, ensuring that insured customers get the support, expert resources, technology and experience they demand to respond both quickly and effectively to a cyber event.

Incident Response Providers

As part of your AXA XL CyberRiskConnect policy, we've identified and negotiated preferred rates for breach response services from best-in-class providers that have demonstrated excellence in cyber incident response and data privacy. Our broad network of providers allows flexibility to choose those that best suit your organisation and the event.

Panel of vendor partners, including cyber law firms, incident response firms, and restoration experts, to provide a comprehensive incident response service:

Incident Response Law Firms/Breach Counsel	Data Recovery, Restoration & Remediation	Notification/Credit Monitoring	Digital Forensics/ Incident Response	Forensic Accounting	Public Relations
Kennedys	S-RM Intelligence & Risk Consulting	Experian	S-RM Intelligence & Risk Consulting	Baker Tilly	FleishmanHillard
CMS	Fenix24		Crowdstrike	Matson, Driscoll & Damico (MDD)	
Clyde & Co	Kroll		Kroll		
DAC Beachcroft	Consilio		Arete		
	Arete				

Get in touch

As part of our on-going commitment to provide clients with industry leading service, we partner with a panel of expert vendors to offer one-hour complimentary consultation services. AXA XL also offers clients access to discounted rates for proactive services with leading best-in-class vendors.

We can provide recommendations on providers, the types of prevention and recovery services that can benefit your organisation and put you in contact with experts and specialists that can further assist you.

If you'd like to learn more about these services, including pre-incident services and our preferred providers, please contact:

AXA XL Claims contact APAC & Europe

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We can help manage your cyber risks.

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Cyber Insurance

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