

# CGU CYBER DEFENCE

## INCIDENT RECOVERY OVERVIEW

CGU Cyber Defence has a 24/7 incident response team ready to manage all cyber incidents and data breaches from initial notification through to resolution. We have partnered with Norton Rose Fulbright (NRF) to ensure you have access to the best in business. They have an extensive team including IT forensic investigators, lawyers, credit monitoring specialists, public relations consultants as well as call centre/mail house services (Vendors).

Should an incident occur, you can be assured of rapid action with clear and transparent communication across all parties throughout the incident recovery process.

### ACTION RESPONSE\*



#### NOTIFY NORTON ROSE FULBRIGHT

Insured notifies NRF via:

- 24/7 hotline: 1800 696 773, or
- Email: [CGUcyberclaims@nortonrosefulbright.com](mailto:CGUcyberclaims@nortonrosefulbright.com)



#### INCIDENT BRIEFING CALL

1 HOUR

#### Using secure facilities

- Briefing on background and current status of incident
- Confirm preliminary Mitigation Response Plan and immediate steps to be taken by the Insured
- Explain potential range of third party Vendors required



#### MOBILISE EXTERNAL RESPONSE TEAM

3 HOURS

- Brief CGU and discuss policy response
- Engage Insured and take initial instructions
- Co-ordinate Insured's internal key contacts and circulate key contacts list
- Instruct IT Security and Forensic Vendors to investigate
- Consider instructing PR experts to provide crisis management support



#### PRELIMINARY ASSESSMENT

24 HOURS

- Carry out preliminary assessment of seriousness and risk of harm
- Provide preliminary advice to Insured and CGU
- Consider emergency notification
- Confirm Mitigation Response Plan and seek instructions



#### INVESTIGATION

24-72 HOURS

- Co-ordinate all aspects of the investigation and containment of the incident
- Co-ordinate daily briefing with the Insured and CGU



#### NOTIFICATION

72 HOURS +

- Co-ordinate all aspects of the notification to regulators, law enforcement bodies, affected customers and other third parties such as financial institutions



#### ONGOING BREACH MANAGEMENT

72 HOURS +

- Co-ordinate all aspects of the incident response including managing remediation steps to be taken by Vendors / Insured
- Advise Insured / CGU on legal risks including prospects of third party claims

For more information speak with your Insurance Adviser or visit [cgu.com.au](http://cgu.com.au)

 **NORTON ROSE FULBRIGHT**

 **SEE IT THROUGH.**

\*The extent of any ongoing services including acting in defence of any third party Claim or Regulatory Action will depend on the specific terms, conditions and exclusions specified in the CGU Cyber Defence Policy. We can customise our response to best meet your needs.

Insurer  
**Insurance Australia Limited**  
ABN 11 000 016 722 AFSL 227681  
trading as CGU Insurance

backed by 