



Cyber incident response

Services brochure

Worldwide



Our cyber response team

When a cyber incident occurs, it is essential that you have a highly experienced team to help manage and resolve the issue quickly and efficiently. At CFC, we are proud of the team we've built to manage our cyber claims, with their expertise developed over 20 years of providing this class of insurance.

Ours is now the largest dedicated in-house cyber claims and incident response team in London, consisting of expert cyber incident responders and specialist cyber claims handlers with a range of skills which allow them to provide remarkable service before, during and after an incident. In addition, we have built a large network of local specialist partners around the globe, allowing us to coordinate a response no matter where our policyholders are located.



Roger Francis

Cyber Claims Director

A seasoned information security executive, Roger has held important roles at McAfee, Madiant and most recently Stroz Frieberg, an Aon company. He coordinates every aspect of the cyber incident lifecycle.

E rfrancis@cfcunderwriting.com

T +44 (0) 207 469 9216



Margaret Murphy

Claims Director

Margaret has over 15 years' experience in the legal field and previously worked as a partner at US law firm Wilson Elser. She is responsible for the overall management of our claims department.

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Global incident response center

In order to provide rapid first line support to all our cyber clients, we operate a 24/7 global cyber incident response center. The contact center is manned by multi-lingual, experienced call handlers who are available at all times to respond to live incidents or accept the reporting of active claims.

Incident management & response

After the initial triage process, you will be assigned a dedicated and experienced cyber claims handler at CFC that will act as your primary point of contact throughout the lifecycle of the claim. Your contact will be able to support you during and after an incident, including:

1

Advise

With backgrounds in incident response and digital forensics, a member of our IR team will work with the insured to quickly determine the extent of the issue and fix where possible. If needed, they will also advise on the right company to use from our extensive partner network for swift and cost-effective event management.

2

Manage

Coordinating the incident response and carefully reviewing the scope of work and performance of the specialist teams, ensuring that the incident is handled within the scope of your policy and alerting you when this is not the case.

3

Communicate

Providing central communication and a single point of contact to ensure that you and your key stakeholders are kept up to date with the progress of any claim.



Global response partners

Cyber incidents come in many different forms, from privacy breaches and extortion demands to denial of service attacks and malware outbreaks. In today's complex world of outsourced and remote computing, they can also hit you anywhere in the world, which is why you need a claims team with global reach.

Over the last 20 years, we have established an extensive global partner network of highly specialized, vetted providers in a wide variety of areas. Our panel providers include lawyers, crisis managers, incident response teams, IT security consultants, forensic investigators, communications consultants, identity repair experts, call center operators, notification providers and many more.

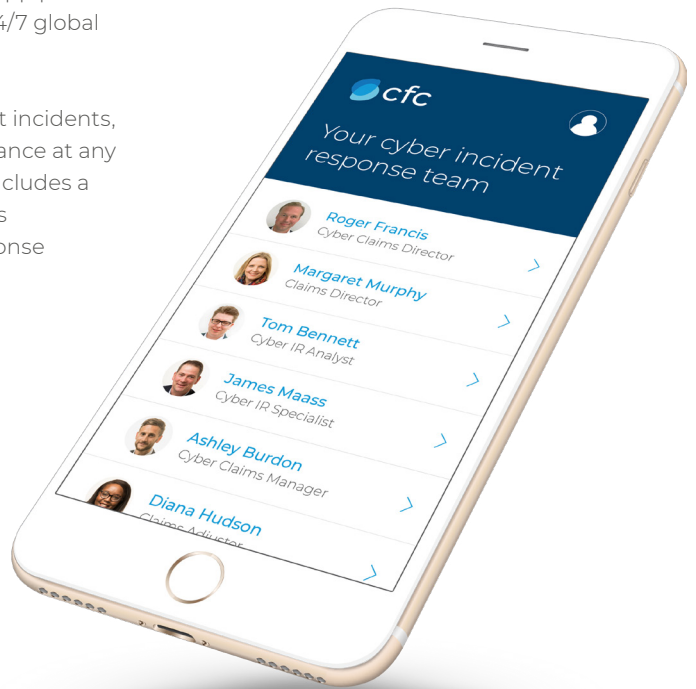
Our partners include

Cyber incident response app

The key to successful incident management is acting fast and getting the right support at the right time. Our award-winning incident response app provides policyholders with easy access to our 24/7 global cyber incident response center.

At the click of a button, users can report incidents, notify claims and request urgent assistance at any time of the day or night. The app also includes a wide array of additional features such as custom notifications and incident response team management.



Download the app

The app is available for free on the App Store and Google Play platforms. Simply search for 'CFC cyber incident response'.

You can try out the app today, simply use our demo account:

Username: DemoUser@cfcunderwriting.com

Password: D3M0U53R



Risk management services

We've teamed up with specialist providers from around the globe to offer policyholders a wide range of best of breed risk management services. Depending on company size, customers will benefit from some or all of the following at no additional cost:



Cyber risk rating report and monitoring

BitSight will provide you with a comprehensive security risk rating report by reviewing key features relating to your company's internet presence, and we will provide you with alerts to changes to this rating. Your security rating allows you to benchmark yourself against peers and competitors.

Full cyber incident response lifecycle support

Our unique toolkit brings together a wide range of templates and practical experience to help you produce a tailored incident response plan in case the worst happens, and we'll also work with you to regularly review existing IR plans which you may have in place.

Incident response services and tooling discounts

Similar to your breach notification credits, we also provide 20 hours of incident response services and discounts on tools from cutting-edge IT security firm CrowdStrike. This allows you to manage small incidents within your deductible, freeing up your retainer rates for longer engagements.

Cyber awareness videos

We will provide you with up to 25 complimentary annual licences for NINJIO's engaging cyber security awareness videos. After a short onboarding process, you will have access to NINJIO's growing library of 35+ videos. Each new episode focuses on breaches straight from the headlines.

Cyber risk awareness training

This phishing-focused eLearning tool helps protect you from social engineering attacks, one of the major attack vendors faced by small and mid-sized companies today. This comes with support for up to 500 users and unlimited campaigns to help businesses prepare for this type of attack.

Breach monitoring

We'll manage your account with Skurio breach monitoring service to continually search the dark web for information specific to your organisation and alert you in real-time to possible breaches of your data. This proactive approach helps you minimise the fallout from a variety of cyber incidents.

Get in touch

Address

CFC Underwriting
85 Gracechurch St
London EC3V 0AA

Claims notifying & incident response hotline

USA (local):	1 844-677-4155
Australia (local):	1800 803 202
Canada (local):	1 800-607-1355
UK (local):	0800 975 3034
Rest of World:	+44 (0) 208 798 3134

Cyber claims email

cyberclaims@cfcunderwriting.com

Risk management email

cyberservices@cfcunderwriting.com



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