Response app FAQs

An integral part of our cyber policy, our award-winning mobile app Response provides policyholders with real time threat alerts, as well as a range of proactive cybersecurity tools and services. We want to make sure you have full access and maximize all tools available, so here are some of our FAQs to help you out.

I've downloaded the app, now what?

To register, all you need is your company email address and CFC cyber policy number. This can be found on the second page of your policy doc under "Declarations". Following registration, you should then receive a confirmation email – make sure to check your spam! Your policy number will automatically update in the app when your policy renews, so there is no need to do this yourself.

I've already downloaded the old version of the App. Do I need to do anything?

In order to utilize all the latest risk management tools and benefits of the app, you'll need to download the latest version. This may happen automatically, but if it doesn't, you will be able to download manually through your phone's settings. You won't need to re-register, but you will need to change your password – just follow the forgotten password link on the login page of the newly updated app.

What counts as an incident / when should I report an incident?

If in doubt, it's better to reach out than to not. If you suspect something has happened, or could be about to occur, still report it as an incident within the "Notify" tab (you can select incident type as "other"), and someone from the CFC Response team will get back to you within 30 minutes or less with the best plan of action. It's what we're here for!

I've reported an incident through the app – now what?

1. One of the CFC Incident Response Team will respond to you via telephone in 30 minutes or less. We will run through the circumstances of your incident with you and advise you of any immediate steps that you can take.
2. We will assess whether any other specialist services (forensic services, business resumption, legal, etc.) are required to get you back to business as usual.
3. We will email you a summary of the incident and appointed partner vendor will contact you to determine the level of assistance required.
4. After mutually agreeing on the scope of work, we will work to get you back to business as usual as quickly as possible.

Alongside this, a CFC cyber claims specialist will be appointed who will proactively work with you throughout the lifecycle of the claim to advise you on steps that need to be taken.

Can multiple users have access to our account?

Anyone who is part of your organization can use the CFC Response app. They just need to download the app to their phone and use your policy number (e.g. ESJ1234567890) as the registration code. Response is also used to deliver real-time threat alerts, as well as reporting claims - therefore it is worth considering who you would like to have access to this level of communication.

Can you have multiple policy numbers in the same app?

As these subsidiaries are listed under separate policies, you will need to register a new account for each policy number. To do this, log out of your account for the current policy then re-register with your other policy details.

An employee who had the app has left – now what do we do?

Get in touch with our internal support team at cyber@cfcunderwriting.com, and they'll be able to assist you with these access changes.

What risk management services are available and how do I access them?

Firstly, our real-time threat alerts will be your first backstop of protection. Through continuous monitoring of our customers and analysis of the latest cyber claims, our team is able to spot problems fast and send you critical alerts with guidance on how to rectify any issues.

You can then access the full range of risk management services by tapping "Tools" in the bottom navigation bar.

- **Phishing simulation** – this is a simulated email campaign that goes out to members of your team whose credentials are most vulnerable. These emails look like phishing emails in order show users how easy it is to fall victim and to raise awareness of this criminal tactic.
- **Dark web monitoring** – this tool scours the dark web for information relating to your business, including corporate login credentials and other breaches of sensitive data relating to your domain name.
- **Deep scanning** – this service actively scans the external client network footprint to identify claims-correlated vulnerabilities that lead to cyber attacks and ransomware.

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What is Ask the Expert? What sort of questions could I ask?

"Ask the Expert" is a direct route for any technical questions you might have. It puts you in communication with our specialist team who will will respond within 48 hours and help with cyber risk mitigation, best practices and cybersecurity services on offer. Please note, this service is not for policy coverage questions or renewal queries. These will still need to go to your broker.

Some of our frequently asked questions are:

1. What is two step authentication and why might we need it?
2. How can CFC help us in the event of an incident?
3. How can we prevent attempts to gain unauthorized access to corporate accounts?

Do I need to supply any other information for the tools to work?

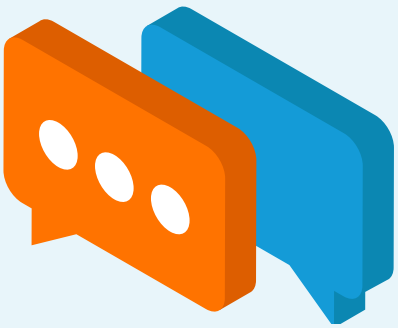
Nothing else needs to be supplied for our tools to be activated and to start working.

Do the tools cost anything extra?

Nope! Access to the app is included for free to every CFC cyber, tech, and media policyholder.

I've received a real-time threat alert about a data breach – do I need to do anything?

If you get an alert, make sure you read the full detailed report that will accompany the notification. Each alert will be different and may have different action. If in doubt, please reach out on our "Ask the expert" chat function.



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The most common advice we give is:

1. If a password is included in the breach, change all corporate passwords for the user where possible. Ensure you have a robust password policy in place and implement 2FA for all externally-facing accounts. Educate users about the risks of password reuse and monitor the accounts closely.
2. If only address or phone numbers are involved, be aware that the affected users may be at higher risk of being targeted in a phishing campaign. Alert these users, monitor their accounts closely, and educate them on ways to spot a phishing email.

Does CFC have any educational materials or templates for cyber security best practices?

CFC does have an incident response plan template – simply email cyberthreatanalysis@cfcunderwriting.com and we can send it out to you. We also have guidance on how to build your own plan here, plus considerations you should keep in mind when creating the plan.

You can find other infographics, case studies, advisories, news round-ups and more in the 'resources' section on our website, helping you stay up-to-date with relevant cyber events: https://www.cfcunderwriting.com/en-gb/resources/?topic=cyber.

If there is anything more specific in terms of best practices that you are looking for, such as ways of defending against specific types of attacks or staff awareness training resources, please get in touch with Lindsey Nelson at lnelson@cfcunderwriting.com and she can provide more specific advice.