



Cyber claims and incident response

We put speed and simplicity at the heart of our cyber claims and incident response process, so you can get back to focusing on what matters most, your business.
Every CFC cyber policyholder can benefit from:



Continuous access to experts

24/7/365 technical customer support

Need help with a cyber incident or have question about the claims process? Our cyber security experts, incident responders, and cyber claims adjusters are available to assist you – free of charge – throughout your policy. You can reach them through our Response app, phone, email, and online.



Experienced specialized teams

25+ years' experience handling cyber incidents

Responding to cyber incidents requires deep technical expertise. Equipped with extensive experience, our in-house teams specializes in handling all types cyber incidents. If needed, we also have the ability to partner with trusted vendors to assist with getting you back online.



Seamless experience

In-house incident response and claims teams

Our in-house teams work together to provide a truly seamless experience from start to finish. We ensure policyholders are kept up to date and supported throughout the claims process.



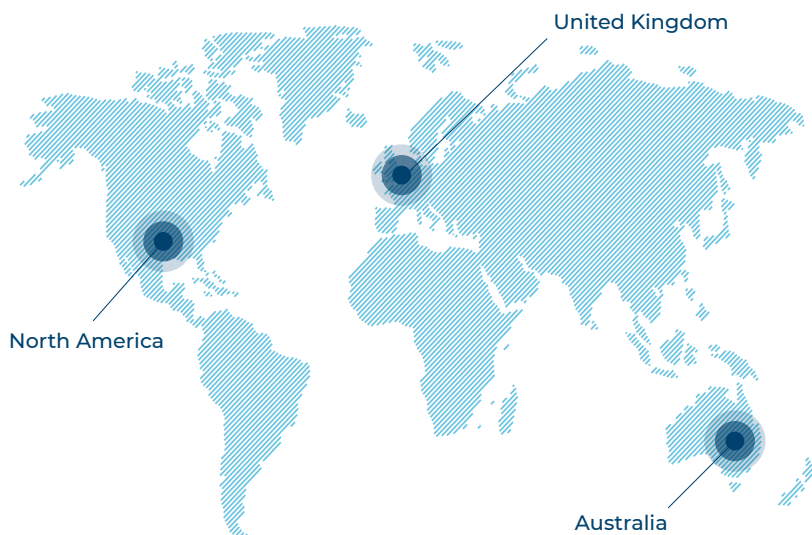
Insurance Claims Team of the Year

Insurance Post Claims & Fraud Awards, 2025

Meet your team

Largest in-house incident response and claims team in the market.

Based around the globe with backgrounds ranging from ethical hacking and law enforcement to digital forensics and privacy law, our team harnesses a range of skills which provide remarkable service before, during and after an incident.



24/7/365 technical customer support

<15 min technical response time*

5,000+ cyber events handled each year

99.4% cyber claims acceptance rate**

200+ security experts

Claims



Margaret Murphy
Claims Director



Ash Burdon
Practice Leader,
Cyber Claims



Diana Hudson
Cyber Claims
Manager, UK & Intl.



Hayfa Riaz
Cyber Claims Team
Leader, CAN & AU



Sarah Bolger
Cyber Claims Team
Leader, USA



Brandon Russ
Cyber Claims Team
Leader, USA



The CFC claims team...understand both the intricacies and the urgency in the cyber claims process. Always ready to provide a quick explanation for an insured in laymen's terms or dive deep into policy language. We're always confident in CFC's ability to help our clients when there is a claim.

Broker

Incident response



Jason Hart
Global Managing
Director



Martin Heyde
Managing Director,
CFC Security, UK



Julie Priest
Managing Director,
CFC Security, AU



JP Nelson
Managing Director,
CFC Security, USA



Bob Scott-Kerr
Global Head of CIM



Lauren Pearce
Global Head of DFIR



I experienced a ransomware attack and filed the claim on the CFC app on my phone. I had an immediate response from the cyber response team - they were soon on top of the issue, minimizing the damage and helping us get back up and running in short order.

Educational organization

* Notifications that come through the Response app or via phone

** CFC's cyber claims data March 2025 - March 2026

How it works

Whether a claim or incident, we'll support you throughout the process.



1

Notify

Available 24/7, the fastest way to notify CFC of a cyber incident (urgent or non-urgent) is **through our mobile app, Response**. Customers can also notify via email, phone or our website.

2

Triage

A **technical incident responder** from the CFC team will be in touch within 15 minutes* to assess the situation and identify the necessary resources to address the incident. You'll also hear from your dedicated claims adjuster within 24 hours.

3

Contain

Our in-house team will work with your internal teams to **contain and remediate the incident**. If required we'll also engage reputable third-party specialists to help.

4

Recover

We'll work to rebuild systems, reconstitute data and **get the business back online** as soon as possible. Throughout this process your claims adjuster will update you on coverage details and reimbursement ensuring a clear understanding and a smooth resolution.

Our mobile app for cyber, Response

Response delivers critical threat alerts and provides instant access to our cyber security team when all other channels are compromised – whether you need to notify us of an incident or have a cyber question.

From the moment you take out a **CFC cyber policy**, our cyber security team works around the clock to protect your business against cyber attacks. If we detect a threat or vulnerability, the app allows us to notify you of cyber threats targeting your business in real time.

24/7 access to cyber security experts

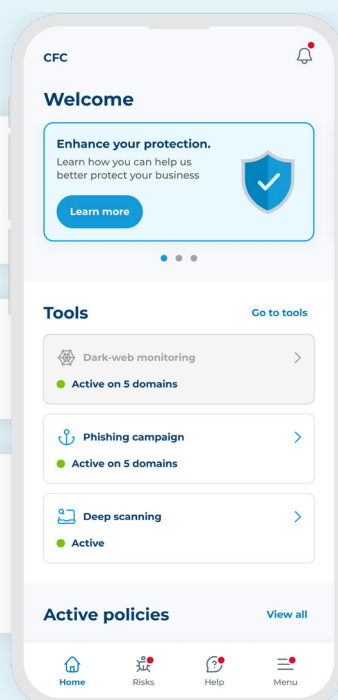
Expert technical support in an immediate and secure channel.

Report an incident

The fastest way to notify us of a cyber incident.

Cyber security tools

Vital cyber security tools like dark web monitoring, phishing simulations, and deep scanning – for free.



Download Response for free



Customer Champion of the Year

Insurance Times Awards 2024

Get in touch

Customers can get in touch via the app, online, email, or phone.

Experiencing a cyber incident now?



Report via app
[iPhone](#) or [Android](#)



Call us
United States: +1 844 677 4155
Canada: +1 800 607 1355
United Kingdom: 0800 975 3034
Australia: 1800 803 202
Rest of world: +1 866 949 4177

General enquiries or claims



Call us
United States: +1 866 949 4177
Canada: +1 866 949 4177
United Kingdom: +44 (0) 845 013 1575
Australia: +44 (0) 845 013 1575
Rest of world: +1 866 949 4177



Email us
cyberclaims@cfc.com



Make a claim
www.cfc.com/claims



Claims Team of the Year

LMF Market People Awards 2025



SME Cyber Insurer of the Year

Zywave Cyber Risk Awards 2026



The [CFC claims team] were extremely professional and thorough. Each step in the process was explained in a clear manner. We are very appreciative of the way in which this claim was handled. Although an unfortunate and stressful situation, it was comforting to know that we could count on CFC in our time of need.

[Architectural organization](#)

About CFC cyber

CFC has been providing market-leading cyber insurance for over 25 years. Trusted by 100,000 customers globally, we offer comprehensive cyber cover for every business.

This is bolstered by our in-house cyber security team who work around the clock to help protect insureds against cyber attacks. Backed by the industry's largest in-house incident response and global cyber claims teams, we get businesses back online, fast. Learn more at cfc.com and [LinkedIn](#).

CFC Underwriting Ltd

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Note: Incident response services are provided by an affiliate of CFC Underwriting Ltd, trading under the name CFC Response.