

DUAL

Cyber breach response



Response team and incident roadmap

When you purchase a DUAL Cyber policy, what you're really buying is a recovery plan with a pre-agreed budget for the deployment of an incident manager and specialists to assist you in the event of a claim.

DUAL works closely with the Canopius Cyber Incident Management Team (Canopius CIMT) to manage all cyber incidents from initial notification through to resolution.

We work with a dedicated breach response team which includes specialist lawyers, IT forensic investigators, forensic accountants and consultants, who all have significant experience to help ensure the best possible outcome for the insured.

Within two hours of calling the call centre or using the monitored email address below, an incident manager will provide a call-back to the nominated point of contact of the insured.

During this initial incident fact find, the incident manager will recommend appropriate steps to respond to the incident, which may include engaging one or more of our expert service providers from our panel.

Incident managers are based around the world, contactable 24/7/365, speaking a wide array of languages. They are seasoned experts in handling cyber incidents and will support the insured throughout its claim with a carefully managed and coordinated response.

DUAL Cyber incident call centre

In the event of a claim or loss, contact the Canopius CIMT

+44 (0) 333 305 8045 / 1 844 502 9237

cyber.incident@canopius.com



DUAL Cyber breach response process



The DUAL Cyber services provider panel

Digital forensics and recovery

GROUP-IB

>_Code blue

Grant Thornton

KROLL



SRM

Secureworks

F T I CONSULTING

CYBERCLAN

Arete

Triskele Labs

Legal assistance

CLYDE&CO

CMS
law-tax-future

Pinsent Masons

MULLEN COUGHLIN

WILSON ELSER

Kennedys

DAC BEACHCROFT

Clark Hill

wotton kearney

Public relations

F T I CONSULTING

KEKST CNC

FLEISHMAN HILLARD

Mass notification, ID protection and credit monitoring

experian

KROLL

Ransomware negotiation

Arete

CYBERCLAN

Data mining

integreon

Helping you do more

Find out more at: dualinsurance.com

In order to ensure that security/privacy breaches are managed efficiently and effectively, policyholders are able to make notifications via the following methods:

Telephone the Canopius Cyber Incident Management Team in the first instance on +44 (0) 333 305 8045 / 1 844 502 9237 or send an email to cyber.incident@canopius.com.

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