

CYBER CLAIMS PROCESS

This document provides a general overview of a claims process only. It has been prepared for information purposes and as a guide only. This form and the process contained within it do not form part of any policy of insurance, nor do they amend or take precedence over any terms of the policy. For full details, please review the policy wording and discuss with your Lockton broker.

Pre-Incident Considerations

Establish incident response plan and business continuity plan

Set out processes using four stages:

1. Detection of Breach
2. Triage and containment
3. Assessment
4. Notification and evaluation

If insured requires specific breach response team

- Must be pre-approved by insurer
- Ensure they understand insured's business sector and have expert knowledge of the applicable regulators and privacy laws
- Ensure they are available to work across all jurisdictions/time zones
- Ensure they have a proven track record of engaging with insurers, and other third-party breach consultants

Potential issue identified

