

# Cyber Security Breach Response Plan

## Breach identification: Is it an insured incident?

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Incident is further processed internally by IT/ Chief Information Security Officer



NO

YES

## Breach assessment Do you suspect a cyber security breach in your company?

Should a suspected or actual breach occur, the policyholder should have **defined internal notification requirements, clear processes** and **appropriate people** to report the incident to.



Define **WHAT** is at risk and the internal notification requirements needed to properly address the breach.



Prepare clear guidelines and processes on **HOW** to report the incident.



Identify **WHO** are the authorised persons to decide on whether the incident will be reported to the Cyber Breach Response Team.



**Yes, there is a cyber security breach incident** and/or there is sufficient indication that an insured incident has occurred.

## Informing AIG

 [finclaims@aig.com](mailto:finclaims@aig.com)

### Policyholders should notify AIG in writing without delay.

Please send a written notification by email. You are encouraged to work closely with your broker upon identifying a suspected cyber security breach incident.

### What to tell your Cyber Breach Coach: Incident and loss notification

Cyber Breach Coach should be contacted without delay following your company's decision that a cyber security breach incident is occurring or has occurred. We provide 24/7 support and can be reached at any time of the day.

Please provide the following information:

- Nature and cause of the incident
- Country in which the policy was issued
- Possible consequences/risk that could result from the incident
- Overview of the measures that have already been implemented
- List of individuals already involved in the counter-measures (if any) as well as their contact details



**0800 446 658**

### Policyholder should call the AIG Cyber Hotline.

24/7 Toll-free hotline number dedicated for New Zealand clients.



## The First 72 Hours: What To Expect?

After phoning the hotline, expect a call back within **1 HOUR** from the Cyber Breach Coach, which represents a team of highly qualified service providers such as:

	Cyber Breach Coach	Forensics	Crisis Communications
Represented by:	Law Firm	IT Consultants	PR Firm



### Within 24 HOURS

Cyber Breach Coach will provide you with preliminary advice.



### Within 48 HOURS

Follow up advice will be provided.



### Within 72 HOURS

The Cyber Breach Coach will confirm written advice and mitigation step plan.

**Cyber Breach Coach will thereon provide ongoing breach management or assistance to the policy holder.**

## Reminders

Important rules of conduct in case of a potential cyber security breach incident:

### Actions to be taken:

- Call the Cyber Breach Coach immediately after determining a potential cyber security breach incident.
- Provide all information necessary to the Cyber Breach Coach.
- Comply with the instructions given by the Cyber Breach Coach, which is represented by a panel of highly qualified service providers.
- In addition to the call, we advise you to inform your insurance broker and AIG's claims handler.
- Ensure the unrestricted availability of the relevant staff members who are aware – and who are involved in the handling of the incident.
- Activate existing Business Continuity Plans (BCP) and communicate them to internal stakeholders.

### To be avoided:

- Attempting to resolve the issue solely with in-house IT experts or service providers and only contacting the Cyber Breach Coach subsequently or not notifying AIG of the incident at all.
- If the insured incident potentially exposes you to third party liability, the proper collection and preservation of evidence is imperative and must be factored into the steps you take. The service providers made available by the Cyber Breach Coach can assist with this.



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