

Policyholder FAQs

Cyber Services

CHUBB®



How do I submit a cyber claim to Chubb?

- **By mail to:**
Director of Financial Lines Claims
Chubb Insurance Company of Canada
199 Bay Street, Suite 2500
PO Box 139 Commerce Court Station
Toronto, ON M5L 1E2
- **By Email:**
cyberalertcanada@chubb.com OR
canadaclaims@chubb.com

What is Dashlane?

- Dashlane is a password defense provider. Dashlane's service helps improve cyber security by making it easier for individuals to create stronger passwords. The service generates strong passwords for websites, stores them in a secure vault, and synchronizes them across multiple devices.

How do I access Dashlane?

- You can request **Dashlane/Password Defense** services at <https://www.chubb.com/us-en/business-insurance/qualtrics-form.aspx>.

Can I keep my Dashlane account if I don't renew my policy?

- Yes, you can keep your Dashlane account and data. You have the option to renew the Premium Edition at your own expense or Dashlane will revert to the "freemium" version.

What is Chubb's Online Cyber Security Education service?

- Chubb's Online Cyber Security Education service offers online training that can be quickly and easily deployed to educate individuals. Two courses are available: Security Awareness Basics and Security Awareness for Information Technology. The service also gives managers the ability to view employee results and course completion statistics.

How do I access Chubb's Online Cyber Security Education courses?

- You can request access to **Chubb's Online Cyber Security Education** courses at <https://www.chubb.com/us-en/business-insurance/qualtrics-form.aspx>.

Who can access the Online Cyber Security Education courses once I sign up?

- The Security Awareness Basics and Security Awareness for Information Technology courses can be deployed to all employees within your organization.

Are additional courses available for the Online Cyber Security Education portal?

- Yes, additional courses are available for an additional cost. Contact your local broker or underwriter for more information on what courses are available.

What is BitSight?

- BitSight is a security ranking system that allows organizations to monitor cyber risk in their business ecosystem. BitSight security rankings are a daily measurement of an organization's security performance generated through externally observable data. BitSight customers are able to gain insight into the security posture of third parties with whom they may work, as well as their own organization.

How do I access BitSight?

- You can request access to **BitSight/Security Benchmarking** at <https://www.chubb.com/us-en/business-insurance/qualtrics-form.aspx>.

Can I add additional companies to my BitSight account?

- Yes, you can add additional companies for an additional cost.

Can I use non-approved Chubb vendors for services?

- Yes, Chubb allows you to use outside vendors of your choice, subject to the terms of your policy.

What is a Cyber Incident Response Coach?

- An Incident Response Coach is an outside lawyer who works with you to coordinate a data security incident response, as well as retain other vendors such as forensic firms.

Is the Incident Response Team staffed by Chubb employees?

- No. The Incident Response Team is staffed by lawyers and experts from outside firms that have been identified by Chubb. The team is compiled of experts in the legal, computer forensics, notification, call center, public relations, fraud consultation, credit monitoring, and identity restoration service areas.

Should I meet with Incident Response Coaches prior to an incident?

- It is up to you if you would like to speak with one of the coaches on our panel before an incident occurs, but it is not required that you do so.

Is the initial triage conversation with the Chubb Incident Response Coach at no cost?

- Generally, Insureds can speak with a coach for an hour at no cost. This call can be very useful for you in determining what initial actions you should take.

What is Cyber AlertSM?

- Chubb Cyber AlertSM is an incident reporting app designed to offer you 24/7 incident reporting and response services at your fingertips. Use of the app gives you immediate access to Chubb's Cyber Incident Response Team when an incident occurs. It is not, however, a method for reporting claims to Chubb.

How does Cyber AlertSM work?

- The Cyber AlertSM app can be accessed on any mobile device. The app places you in contact with an Incident Response Coach in a matter of minutes to begin assessing a cyber incident that has occurred.

Can I use Cyber AlertSM without giving notice to Chubb?

- Yes, but using the app does not constitute notice of a claim to Chubb. To tender a claim, you must send the necessary information to Chubb per your insurance policy.

If I submit an incident on Cyber AlertSM, with whom will I be in contact?

- You will be connected to a specialist who will gather some initial information from you. An Incident Response Coach will then contact you in a matter of minutes to help you assess the incident at hand.

Can I get assistance calculating business income loss?

- In many instances, a forensic accountant may be retained to assist you in calculating a proof of loss in connection with a business income loss.

Is there a website where I can find more information on Chubb cyber insurance?

- Yes, www.chubb.com/ca-en/cyber is the primary website for Chubb cyber insurance information. If you need additional information or have specific questions, please contact your broker.



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www.chubb.com/ca-en/cyber

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