

Cyber Services for Incident Response

Incident Response Services Overview



Welcome to Chubb's Cyber Services for Incident Response! We offer these services because we believe that being ready to respond will help reduce the exposure to a loss when a cyber event occurs. As a Chubb cyber policyholder, you have access to **Incident Response Services** to get help when an event occurs. Incident Response services are provided by a panel of Chubb pre-approved service providers. For a complete list of services, please visit www.chubb.com/ca.

Crisis Hotline - Get Help with Urgent Matters

When you experience a cyber incident that you feel is an urgent matter, you can contact the Crisis Hotline or cyberalertcanada@chubb.com. Your message will be routed immediately to Chubb's Claims Service Center. An individual from the Service Center will put you in touch with an Incident Response Coach, a pre-approved law firm that is adept in handling cyber matters. The Incident Response Coach will assist in: i) investigating the legitimacy and impact of the event; ii) managing the legalities and regulatory communications if sensitive and protected information has been compromised; and iii) engaging the services of other Incident Response Team members.

Cyber Incident - Claims Process

Upon experiencing a cyber incident, you can contact your broker or provide notice to Chubb by sending an email to canadaclaims@chubb.com or cyberalertcanada@chubb.com. You will then be assigned to a Chubb cyber claims specialist for initial analysis and triage of the incident. If warranted, the specialist can assist you in engaging one of our Cyber Incident Response Coaches. The Chubb cyber claims specialist will assist you as you navigate through this process, including answering questions on what specific incident response services may be required and helping you to engage various service providers within the Cyber Incident Response Team, if necessary.

Incident Response Team - Our Partners in Response

Chubb's Cyber Incident Response Team is a diverse group of independent service providers that provide specific incident response services in the event of a cyber incident. Chubb maintains relationships with experts in multiple response disciplines (e.g., forensics, public relations, notification, call center, legal, extortion, business interruption) to assemble the proper resources in order to obtain the best resolution for its insureds.

Frequently Asked Questions

Below is a list of questions that are frequently asked by our cyber policyholders. If you have a question that isn't listed or need more information, please ask your broker or contact your local underwriter.

Does calling the Crisis Hotline satisfy notice of a claim to Chubb?	No. The Crisis Hotline is intended for the initial triage of an urgent event, and does not satisfy the claim notification requirements of your policy.
Is a list of firms who are currently a part of Chubb's Cyber Incident Response Team available?	Yes. Please contact your broker for a copy, or visit our website at www.chubb.com/ca .
Can I meet with any of the Incident Response Team firms before experiencing a cyber incident?	Yes. We encourage our policyholders to get acquainted with the Cyber Incident Response Coaches early in the policy period.
Is the role of an Incident Response Coach different than the other service providers on the Incident Response Team?	Yes. The Incident Response Coaches are meant to assist with the initial triage of cyber events and, where necessary, work with the Chubb cyber claims team through the continued remediation of an incident.
Can other firms not listed be added to the Incident Response Team?	Yes. Specific to Chubb, policyholders have the option of requesting their own firms at the time of binding. All firms are subject to review and approval by Chubb.
Are the rates of the Incident Response Team's services pre-negotiated by Chubb?	Yes. The rates provided by the Incident Response Team firms must meet Chubb's guidelines.
Must a policyholder engage Chubb's Cyber Incident Response Team members if they experience a cyber incident?	No. A policyholder is under no obligation to contract for services with any of the Cyber Incident Response Team service providers.

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Chubb is the marketing name used to refer to subsidiaries of Chubb Limited providing insurance and related services. For a list of these subsidiaries, please visit www.chubb.com. Chubb's cyber services cannot be construed to replace any provisions of your policy. You should read your policy, including all attachments, for complete information on the coverage provided. Chubb has no obligation to provide any cyber services for incident response. The policyholder is under no obligation to contract for services with any of the Chubb Cyber Incident Response Team service providers. The selection of a particular Cyber Incident Response Team service provider is the independent choice of the policyholder. Chubb is not a party to any agreement entered into between any Cyber Incident Response Team service provider and the policyholder. It is understood that Cyber Incident Response Team service providers are independent contractors, and not agents of Chubb. Chubb assumes no liability arising out of any services rendered by a Cyber Incident Response Team service provider. Chubb shall not be entitled to any rights, or subject to any obligations or liabilities, set forth in any agreement entered into between any Cyber Incident Response Team service provider and the policyholder. Any rights and obligations with respect to such agreement, including but not limited to billings, fees and services rendered, are solely for the benefit of, and borne solely by, such Cyber Incident Response Team service provider and the policyholder, and not Chubb. Neither Chubb nor its employees or agents make any warranties or assume any liability for the performance of any incident response service provider, including any goods or services received. Chubb does not endorse the incident response service providers or their respective services. Before a policyholder engages with any incident response service provider, the policyholder should conduct its own due diligence to ensure the company and its services meet the policyholder's needs.

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