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CYBER INCIDENT RESPONSE





WHY CFC?

OUR HISTORY

CFC is the largest independent MGA in the UK and has been providing innovative insurance products for emerging areas of risk since 1999. Today, CFC has over 25,000 cyber clients in more than 20 countries globally and the largest team of dedicated cyber and technology underwriters in the London market.

OUR SECURITY

Each of our cyber policies benefits from the unique Lloyd's Chain of Security that has protected clients for over 300 years. The Lloyd's market offers an unrivalled concentration of specialist underwriting expertise and talent and its policies benefit from an A+ security rating (Standard & Poor's).

OUR CLAIMS HANDLING

With over 15 years of experience insuring this class of business, we pride ourselves on our efficient and effective cyber claims handling service. We have the largest and most experienced cyber claims team in the London market. Our dedicated internal team is supported by a global panel of experts that includes privacy lawyers, IT forensic consultants and technology loss adjusters.

OUR AWARDS



CYBER RISK INSURER OF THE YEAR
WINNER 2017



MGA OF THE YEAR
WINNER 2016



MGA OF THE YEAR
WINNER 2016



DIGITAL/CYBER RISK INSURANCE
PROVIDER OF THE YEAR
WINNER 2016



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OUR CYBER RESPONSE TEAM

When a cyber incident occurs it is essential that you have a highly experienced team supporting you to help manage and resolve the issue quickly and efficiently. At CFC we are proud of the team we've built to manage our cyber claims, with their expertise developed over more than 15 years of providing this particular class of business.

Unlike many other insurers, we have a dedicated internal team that handles all cyber incidents from start to finish. This team consists of expert cyber incident responders and specialised cyber claims handlers with a range of skills which allow them to provide remarkable service before, during and after an incident. We work closely with our Insureds to coordinate the response and to manage our network of local specialist partners to handle these claims, ensuring a seamless incident management process.



MARGARET MURPHY
CLAIMS DIRECTOR

Margaret has over 15 years' experience in the legal field and previously worked as a partner at US law firm Wilson Elser. She is responsible for the overall management of our claims team.

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CRAIG DUNN
CYBER ANALYST

Craig is a security researcher and analyst. His primary role is to provide active threat intelligence during a cyber incident.

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CHRIS LALLY
CYBER CLAIMS ADJUSTER

With over 10 years' industry experience, Chris has extensive market knowledge and complex claims handling expertise. He handled claims across all business classes before focusing on cyber.

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SEAN FINCH
CYBER CLAIMS ADJUSTER

Sean has been working in claims for over five years, originally focusing on the North American insurance market. He has two years of cyber claims experience.

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ANTHONY HESS
HEAD OF INCIDENT RESPONSE

A cyber security expert, Anthony previously ran cyber incident response for KPMG within EMEA. He will manage and coordinate every aspect of the incident lifecycle.

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PENNY ALLEN
INCIDENT RESPONSE & CLAIMS SPECIALIST

An expert incident responder, Penny previously led the EMEA cyber incident response team at BAE Systems Applied Intelligence and has helped companies improve their incident readiness.

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ASHLEY BURDON
CYBER CLAIMS ADJUSTER

Ash is a seasoned insurance claims professional with extensive experience in handling hundreds of international cyber related claims.

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HARRY TUCKER
CYBER CLAIMS ADJUSTER

Harry has been working in the London market for several years, handling a mix of international financial lines claims across a wide range of business classes.

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GLOBAL INCIDENT RESPONSE CENTRE

In order to provide rapid first line support to all our cyber clients, we operate a 24/7 global cyber incident response centre. The contact centre is manned by multi-lingual, experienced call handlers who are available at all times to respond to live incidents or accept the reporting of active claims.

INCIDENT MANAGEMENT & RESPONSE

After the initial triage process, you will be assigned a dedicated and experienced cyber claims handler at CFC that will act as your primary point of contact throughout the lifecycle of the claim. Your contact will be able to support you during and after an incident, including:

- Providing access to our extensive partner network, including offering advice as to the right companies to use to resolve your particular incident quickly and cost effectively.
- Coordinating the incident response and carefully reviewing the scope of work and performance of the specialist teams, ensuring that the incident is handled within the scope of your policy and alerting you when this is not the case.
- Providing central communication and a single point of contact to ensure that you and your key stakeholders are kept up to date with the progress of any claim.

CLAIMS PROCESS



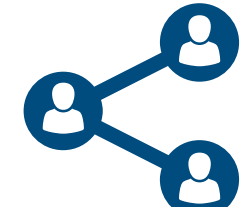
1. IDENTIFY

Use our hotline or app to report an actual or potential incident



2. RESPOND

CFC's team will assist you and mobilise the right incident response team



3. MANAGE

We will provide active management throughout the course of your claim



English
FRANÇAIS
Español





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CYBER INCIDENT RESPONSE APP

The key to successful incident management is acting fast and getting the right support at the right time. Our incident response app provides policyholders with easy access to our 24/7 global cyber incident response centre.

At the click of a button, users can report incidents, notify claims and request urgent assistance at any time of the day or night. The app also includes a wide array of additional features including up to the minute cyber news, custom notifications and incident response team management.



DOWNLOAD THE APP

The app is available for free on Apple Store and Google Play platforms. Simply search for 'CFC cyber incident response'.

You can try out the app today, simply use our demo account:

Username: DemoUser@cfcunderwriting.com

Password: D3M0U53R



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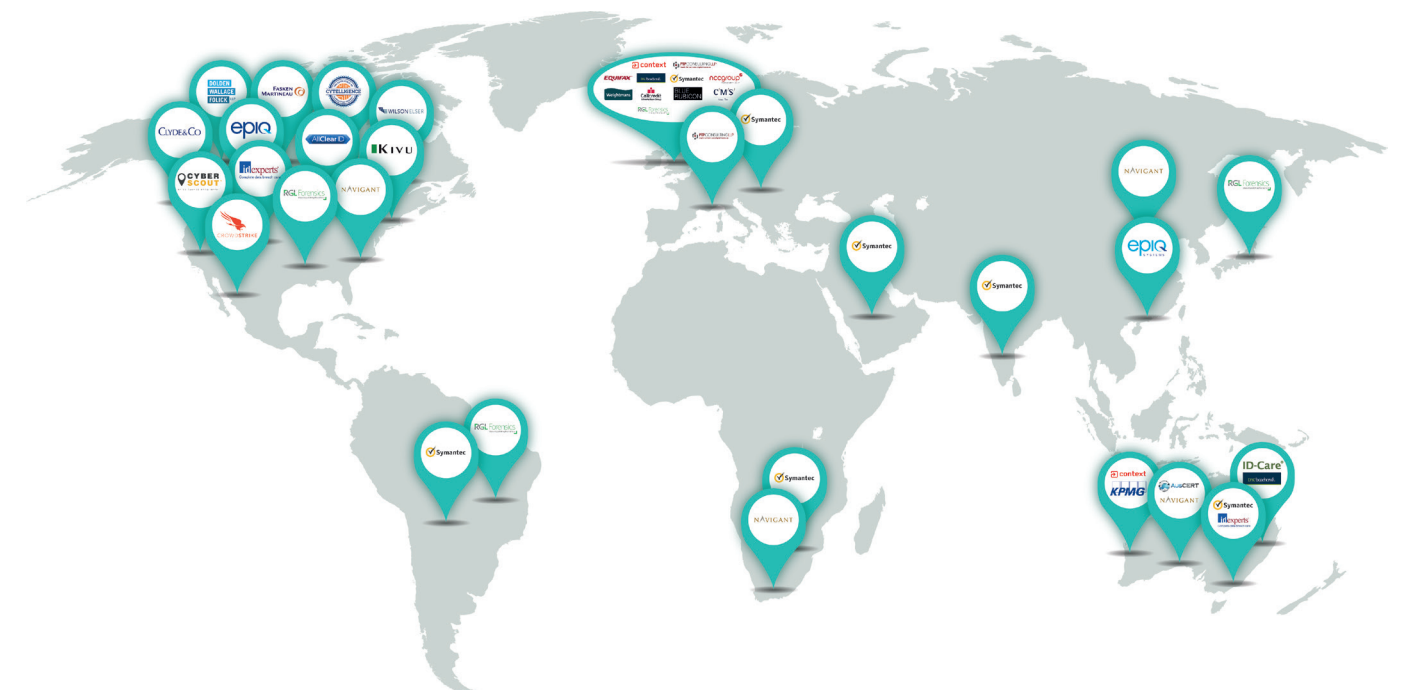
GLOBAL RESPONSE PARTNERS

Cyber incidents come in many different forms, from privacy breaches and extortion demands to denial of service attacks and malware outbreaks. In today's complex world of outsourced and remote computing they can also hit you anywhere in the world, which is why you need a claims team with global reach.

In over 15 years working in this class we have established an extensive partner network across the globe of highly specialised, vetted providers in a wide variety of areas. Our panel providers include lawyers, crisis managers, incident response teams, IT security consultants, forensic investigators, communications consultants, identity repair experts, call centre operators, notification providers and many more.

GLOBAL RESPONSE, LOCAL SOLUTIONS

We recognise the need to provide the right providers, in the right place, at the right time. One size does not fit all and our network has been designed with flexibility in mind. We work with a range of companies, from the top tier global providers through to specialist boutique consultancies.





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RESPONSE PARTNERS

Our network of specialist partners is growing on a daily basis and currently spans operations in over 60 countries around the world. Some of our key providers for the UK market are listed below.

LAW FIRMS



CMS-CMCK

The CMS Cyber Network of data protection and security lawyers provides advice over 50 jurisdictions, including 24/7 breach support.



DAC BEACHCROFT

DAC Beachcroft regularly advise on international data protection projects, cyber incidents and breaches, in collaboration with cyber security experts.



WEIGHTMANS

First class legal advice and support on digital asset security, data protection, information governance, privacy, and electronic communications.

INCIDENT RESPONSE



CONTEXT

Context provides holistic cyber security solutions, including incident response to help identify and mitigate advanced threats, as well as strategic advisory to help run successful cyber security programs.



CROWDSTRIKE

CROWDSTRIKE

CrowdStrike is a leader in cloud-delivered next-gen endpoint protection - the only company to unify antivirus, endpoint detection and response (EDR), and a 24/7 managed hunting service.



PEN TEST PARTNERS

As a consultancy of high-end penetration testers, Pen Test Partners focus on delivering innovative testing that targets businesses' most valuable data.



SYMANTEC

The Global Incident Response team helps organisations 24/7 to quickly respond and mitigate the impact of any sized incident and restore business as usual.

BREACH NOTIFICATION & IDENTITY REPAIR



CALL CREDIT

Call Credit's product Noddle Protect helps shield businesses from reputational damage of a data breach and safeguard customers' digital identity.



CYBERSCOUT

CyberScout is a leading provider of cybersecurity solutions and offers expert advice on identity management, breach response and remediation, and monitoring services.



EPIQ

Epiq's in-house data breach response services include notifying the affected population and handling incoming calls at their US and UK-based call centres.



EQUIFAX

Equifax LTD help businesses plan for and respond to data breaches, enabling them to offer customers and employees tools to reduce the risk of fraud.

FORENSIC ACCOUNTING



NAVIGANT

Navigant's Information Security & Incident Investigations practice is experienced, responsive, and cost-effective and has a proven track record of thousands of forensic investigations worldwide.



RGL FORENSICS

A global forensic accounting and consulting firm specialising in the quantification of economic damages, financial analysis, and providing expert witness services.



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THE RISK MANAGEMENT CENTRE

We are committed to providing our clients with best-of-breed information security tools, tips and techniques in order to try and prevent incidents before they happen. To assist with this, we have created a unique risk management portal which features industry and technology news, information and advice. You are also able to access risk management tools from leading security technology and consultancy service providers:

AllClear ID

AllClearID provides identity repair and monitoring services for businesses and individuals.



BestCrypt's leading edge whole disk encryption system provides simple and effective protection.

BIT SIGHT
Annual Monitoring

BitSight provides detailed security ratings reports which highlight risks and areas for improvement.

Malwarebytes

Offered through Blue Cube Security, Malwarebytes provides top endpoint security against malware.



The Cyber Essentials Scheme certification is an effective alternative for ISO27001.



CyberScout's security assessment helps businesses focus on critical areas of improvement.



Easy and secure 2-factor authentication with Yubikey Edge, just insert into any USB port and get started.

LastPass ****

LastPass securely stores passwords in a single vault, enabling you to create single & unique passwords.



Incident response plan templates, reviews and table top exercises to help ensure incident readiness.



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