

# Coalition's Claims Advantage Checklist

As cyber criminal tactics continue to evolve, Coalition's expert claims and incident response teams are on standby to help policyholders avoid a potentially business-ending event. With Coalition, 47% of cyber incidents are resolved at no cost for policyholders.

Use this checklist to guide conversations with your clients on how our coordinated team of experts can transform the entire claims experience when minutes matter most.

- ▶ **To learn more about Coalition's Claims Advantage**, contact your dedicated business development representative or visit [coalitioninc.com/incident-response](https://coalitioninc.com/incident-response)



## 5-Minute Average Claims Response

**Why timely response matters** → The speed of claims response can be the difference between recovery or a multi-million dollar cyber event. When a policyholder calls our 24/7 claims hotline, our in-house team of cyber experts proactively initiates a streamlined response while limiting business impacts.

**How this helps you** → Spend less time managing claims and more time building client relationships.



## Unparalleled Financial Recovery Tactics

**Why claims relationships matter** → Attackers often move money across various jurisdictions to cover their tracks when committing funds transfer fraud. Our relationships with government entities and financial institutions drastically increase the chance of recovery by allowing us to move quickly and go where others can't.

**How this helps you** → Save your clients time, money, and hardship while preserving the limits on their policies.



## Extensive Pre-Claims Services

**Why pre-claims services matter** → Not every suspicious incident results in a claim. Using dedicated "pre-claims assistance" funds to cover the cost of legal, forensic and IT services, policyholders can ask questions and seek guidance without fear of triggering a claim.

**How this helps you** → Give your clients access to our experienced team to provide support on issues that may not require your technical expertise.



## Exclusive Access to Coalition Incident Response (CIR)\*

**Why early detection and stabilization matters** → When a cyber threat becomes a claim, there's no substitute for security expertise. When working with CIR, policyholders get the benefit of our expert team that can quickly detect and stabilize a cyber event — often with no impact to their self-insured retention.

**How this helps you** → Speed up the escalation of an incident and minimize the overall impact for your clients through quick assessment and coordination with CIR.



## Tabletop Exercises and Incident Response Plans

**Why advanced preparation matters** → Cyber events can be stressful situations that require decisive action. Our simulations and resources can help policyholders manage expectations and follow protocol when experiencing a cyber event.

**How this helps you** → Feel confident in your clients' ability to respond to a cyber event and report a claim in a responsible manner.

*\*Incident response services provided through Coalition's affiliate Coalition Incident Response (CIR) are offered to policyholders via panel selection.*