

WHAT TO DO IF YOUR BUSINESS HAS A CYBER BREACH.

If your business experiences a cyber breach, remember that The Hartford is here to help. Your CyberChoice Secure PolicySM from The Hartford provides the coverage and services your business needs to help you recover as quickly as possible.

This guide contains important information about what you should know and do after a breach. Read it and store it with your policy in a safe place.

WHAT HAPPENS AFTER YOU REPORT A BREACH

Step 1

Our experienced Claims professionals will explain your coverage under the policy, recommend the best way to handle the breach, and help you retain independent attorneys and vendors to properly deal with the breach. This panel of professionals understands cyber-related events and can quickly and effectively:

- **Stop** ongoing intrusions
- **Prevent** more exposure of information
- **Minimize** damage to your reputation

Step 2

You can consult with a computer forensics expert to investigate the breach. Doing this can help you determine:

- What happened
- When it occurred
- How it happened
- Whether sensitive information was compromised

Step 3

If you need to notify your customers, clients or state regulators, our panel of professionals will help you:

- Engage a crisis management service provider to help protect your brand and do right by your customers
- Coordinate service providers to:
 - » Draft notifications, set up call centers and prepare responses to any questions posed by customers, clients, regulators and the media
 - » Notify affected individuals through mail, email or publication, and provide them with credit monitoring or other identity protection services

IF YOU HAVE A CYBER BREACH



**IMMEDIATELY CALL OUR 24/7
CYBER INCIDENT LINE**

1-800-370-0605

Step 4

After the initial response, the panel of professionals will provide the assistance you need to:

- Monitor customers calling the hotline and enroll them in the services they've been offered
- Provide fully transparent reports on consumers' responses to their notice letter

Step 5

Even when you've done everything right, you may still be faced with lawsuits and expensive regulatory investigations. Our Claims department and the panel of law firms will help you:

- Manage and defend lawsuits from your clients or customers
- Get through any regulatory investigations so you can get back to business

Throughout the process, we'll stay in touch with you to make sure everything goes smoothly.

Step 6

Once the crisis is past and you're back to business, the panel can help:

- Evaluate the cost of the event
- Recommend ways to tighten security and reduce the vulnerability that led to the cyber breach

AFTER AN EVENT

- Just because you went through it once, doesn't mean it can't happen again
- You need to ensure continuous protection of your most important assets
- We'll connect you with experienced service providers to help fix what went wrong

If you have a cyber breach, immediately
CALL OUR 24/7 CYBER INCIDENT LINE
at **1-800-370-0605**.



Business Insurance
Employee Benefits
Auto
Home

The Hartford has arranged for data risk management services for our policyholders at a discount from some third-party service providers. Such service providers are independent contractors and not agents of The Hartford. The Hartford does not warrant the performance of third-party service providers even if paid for as part of the policy coverage, and disclaims all liability with respect to use of or reliance on such third-party service providers.

This document outlines in general terms the coverages that may be afforded under a policy from The Hartford. All policies must be examined carefully to determine suitability for your needs and to identify any exclusions, limitations or any other terms and conditions that may specifically affect coverage. In the event of a conflict, the terms and conditions of the policy prevail. All coverages described in this document may be offered by one or more of the property and casualty insurance company subsidiaries of The Hartford Financial Services Group, Inc. Coverage may not be available in all states or to all businesses. All information and representations herein are as of March 2020.

In Texas, this insurance is underwritten by Twin City Fire Insurance Company.

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