



Proactive services

As an added benefit to this policy proactive cyber attack prevention services are provided to you, working to identify vulnerabilities and risks targeting insureds and try to prevent them from turning into cyber incidents. For more information on how these services work, contact us or [read this article](#).

CFC (the Coverholder identified on your Policy Certificate) strives to provide proactive support and advice on cyber risks and vulnerabilities that you may be exposed to throughout the duration of the policy. In certain circumstances such support may be provided by CFC Response.

Accessing proactive services

It is recommended that you download and activate the CFC Response app, including enabling notifications, in order to ensure full access to, and benefit from, CFC's Proactive services. While CFC will endeavour to provide these proactive services to you without the app, downloading the app will allow CFC to provide a deeper level of threat analysis. Your policy number provides you with free access to the app.

No impact on policy limits

Being alerted of a risk or vulnerability by CFC will not constitute a claim under your policy. CFC interactions with you to provide support and advice regarding cyber risks and vulnerabilities they have identified will not impact any coverage that you may be entitled to.

Proactive services tailored for you

CFC supports you by trying to identify risks and vulnerabilities that may lead to cyber incidents throughout the duration of the policy. If CFC becomes aware of a cyber risk or vulnerability to which you may be exposed, CFC will strive to provide proactive risk management services to you. These services can include:

- A** sending threat alerts through the Response mobile application (or via another means of communication if you have not downloaded the Response mobile application);
- B** providing initial advice to you about the risk or vulnerability, including threat intelligence; and
- C** providing initial remote support and assistance to you to remedy the risk or vulnerability.

The Services at b. and c. above will be provided to you by CFC Response.

If a cyber event occurs

In the event that the risk or vulnerability CFC alerts you about results in a notifiable incident under the Policy, you should refer to the Policy Conditions or speak with your broker for information about notification requirements to CFC.

About CFC Response

CFC Response is a trading name of the below listed entities, all of which are affiliates of CFC:

- 1** CFC Security Inc, DE file number 7451204, principal place of business at 300 E. Highland Mall Blvd, Suite 300, Austin, Texas 78752 United States;
- 2** CFC Security Limited, registered company number 13497455 with registered address at 85 Gracechurch Street, London, EC3V 0AA; and
- 3** CFC Security Pty Ltd, principal place of business at 130 Bundall Road, Unit 22, Queensland, 4217, Australia, ACN: 096 518 820.

You may receive services from one or more of the above companies depending upon your geographical location.

By using CFC Response services, you agree to the relevant entity's terms and conditions, which can be found [here](#). These terms outline the scope of services provided and any applicable limitations on liability. CFC is not responsible for services provided by CFC Response. Liability for these services is governed by the terms and conditions of the relevant CFC Response entity. If you have any questions about these terms, please contact CFC Response for clarification at enquiries@cfcreponse.com.

Our liability for proactive support services

CFC's Proactive services are designed to support cyber risk visibility and deliver timely alerts. These services do not replace the need for a comprehensive cybersecurity programme. Whilst CFC will endeavour to identify risks and vulnerabilities that may lead to cyber incidents throughout the duration of the policy to you, neither CFC nor CFC Response offers any guarantee that all such risks and vulnerabilities will be prevented, identified or resolved by CFC or CFC Response. You remain solely responsible for securing your systems and data.