



# Cyber claims and incident response

We put speed and simplicity at the heart of our cyber claims and incident response process, so you can get back to focusing on what matters most, your business. Every CFC cyber policyholder can benefit from:



## Continuous access to experts

### 24/7 follow-the-sun support

Need help with a cyber incident or have question about the claims process? Our cyber security experts, incident responders, and cyber claims adjusters are available to assist you – free of charge – throughout your policy. You can reach them through our Response app, phone, email, and online.



## Experienced specialized teams

### 25 years' experience handling cyber incidents

Responding to cyber incidents requires deep technical expertise. Equipped with extensive experience, our in-house teams specializes in handling all types cyber incidents. If needed, we also have the ability to partner with trusted vendors to assist with getting you back online.



## Seamless experience

### In-house incident response and claims teams

Our in-house teams work together to provide a truly seamless experience from start to finish. We ensure policyholders are kept up to date and supported throughout the claims process.



## Cyber Claims Team of the Year

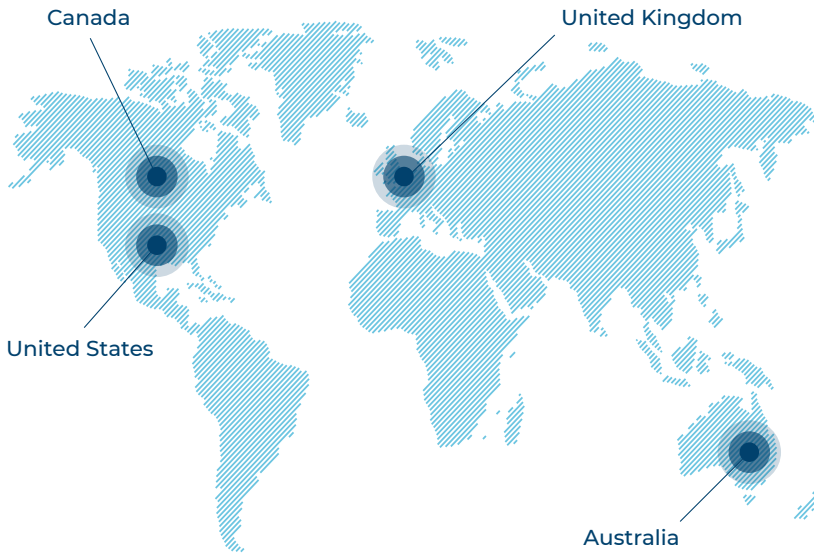
Intelligent Insurer's Cyber Awards USA 2024

# Meet your team



Largest in-house incident response and claims team in the market.

Based around the globe with backgrounds ranging from ethical hacking and law enforcement to digital forensics and privacy law, our team harnesses a range of skills which provide remarkable service before, during and after an incident.



24/7 follow-the-sun approach

<15 min technical response time\*

2,500+ cyber events handled each year

99% of cyber claims covered\*\*

150+ security experts

## Claims



**Margaret Murphy**  
Claims Director



**Ash Burdon**  
Cyber Claims  
Manager



**Diana Hudson**  
Cyber Claims Team  
Leader, UK & Intl.



**Hayfa Riaz**  
Cyber Claims Team  
Leader, Canada &  
Australia



**Sarah Bolger**  
Cyber Claims Team  
Leader, USA



The CFC claims team...understand both the intricacies and the urgency in the cyber claims process. Always ready to provide a quick explanation for an insured in laymen's terms or dive deep into policy language. We're always confident in CFC's ability to help our clients when there is a claim.

**Broker**

## Incident response



**Roger Francis**  
CEO, CFC  
Response



**Martin Heyde**  
Managing  
Director UK



**Terry Oehring**  
CEO, CFC  
Response USA



**David Rudduck**  
CEO, CFC  
Response Australia

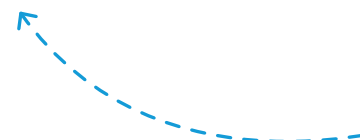


I experienced a ransomware attack and filed the claim on the CFC app on my phone. I had an immediate response from the cyber response team - they were soon on top of the issue, minimizing the damage and helping us get back up and running in short order.

**Educational organization**

\* Notifications that come through the Response app or via phone

\*\* CFC's cyber claims data 2022-2023



# How it works

Whether a claim or incident, we'll support you throughout the process.



1

## Notify

Available 24/7, the fastest way to notify CFC of a cyber incident (urgent or non-urgent) is **through our mobile app, Response**. Customers can also notify via email, phone or our website.

2

## Triage

A **technical incident responder** from the CFC team will be in touch within 15 minutes\* to assess the situation and identify the necessary resources to address the incident. You'll also hear from your dedicated claims adjuster within 24 hours.

3

## Contain

Our in-house team will work with your internal teams to **contain and remediate the incident**. If required we'll also engage reputable third-party specialists to help.

4

## Recover

We'll work around the clock to rebuild systems, reconstitute data and **get the business back online** as soon as possible. Throughout this process your claims adjuster will update you on coverage details and reimbursement ensuring a clear understanding and a smooth resolution.

## Our mobile app for cyber, Response

Response delivers critical threat alerts and provides instant access to our cyber security team when all other channels are compromised – whether you need to notify us of an incident or have a cyber question.

From the moment you take out a CFC cyber policy, our cyber security team works around the clock to protect your business against cyber attacks. If we detect a threat or vulnerability, the app allows us to notify you of cyber threats targeting your business in real time.

### 24/7 access to cyber security experts

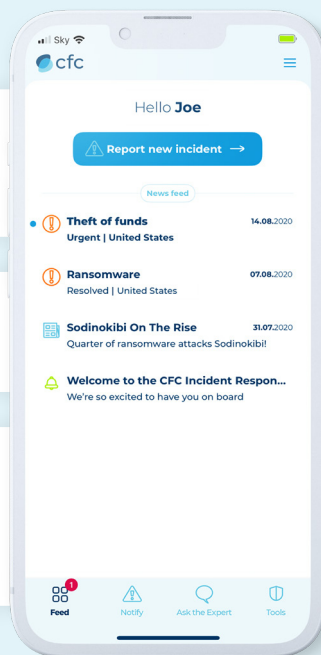
Expert technical support in an immediate and secure channel.

### Report an incident

The fastest way to notify us of a cyber incident.

### Cyber security tools

Vital cyber security tools like dark web monitoring, phishing simulations, and deep scanning – for free.



Download Response for free



Best Customer App

Insurance Times Tech & Innovation Awards

# Get in touch

Customers can get in touch via the app, online, email, or phone.

## Experiencing a cyber incident now?



Report via app  
[iPhone](#) or [Android](#)



Call us  
United States: +1 844 677 4155  
Canada: +1 800 607 1355  
United Kingdom: 0800 975 3034  
Australia: 1800 803 202  
Rest of world: +1 866 949 4177

## General enquiries or claims



Call us  
United States: +1 866 949 4177  
Canada: +1 866 949 4177  
United Kingdom: +44 (0) 845 013 1575  
Australia: +44 (0) 845 013 1575  
Rest of world: +1 866 949 4177



Email us  
[cyberclaims@cfc.com](mailto:cyberclaims@cfc.com)



Make a claim  
[www.cfc.com/claims](http://www.cfc.com/claims)



### Cyber Claims Team of the Year

Intelligent Insurer's Cyber Awards Europe 2024



### Cyber Insurer of the Year

Zywave Cyber Risk Awards 2024



The [CFC claims team] were extremely professional and thorough. Each step in the process was explained in a clear manner. We are very appreciative of the way in which this claim was handled. Although an unfortunate and stressful situation, it was comforting to know that we could count on CFC in our time of need.

Architectural organization

## About CFC cyber

CFC's has been providing market-leading cyber insurance for 25 years. Trusted by 80,000 customers globally, we offer comprehensive cyber cover for every business.

This is bolstered by our in-house cyber security team who work around the clock to help protect insureds against cyber attacks. Backed by the industry's largest in-house incident response and global cyber claims teams, we get businesses back online, fast. Learn more at [cfc.com](http://cfc.com) and [LinkedIn](#).