



# Cyber incident response

Services brochure  
Worldwide



## Our cyber response team

When a cyber incident occurs, it is essential that you have a highly experienced team 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 20 years of providing this class of insurance.

Ours is now the largest dedicated in-house cyber claims and incident response team in London, consisting of expert cyber incident responders and specialist cyber claims handlers with a range of skills which allow them to provide remarkable service before, during and after an incident. In addition, we have built a large network of local specialist partners around the globe, allowing us to coordinate a response no matter where our policyholders are located.



### Roger Francis

Cyber Claims Director

A seasoned information security executive, Roger has held important roles at McAfee, Madiant and most recently Stroz Frieberg, an Aon company. He coordinates every aspect of the cyber incident lifecycle.

E [rfrancis@cfcunderwriting.com](mailto:rfrancis@cfcunderwriting.com)

T +44 (0) 207 469 9216



### 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 department.

E [mmurphy@cfcunderwriting.com](mailto:mmurphy@cfcunderwriting.com)

T +44 (0)207 469 1799

# Global incident response center

In order to provide rapid first line support to all our cyber clients, we operate a 24/7 global cyber incident response center. The contact center 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:

1

### Advise

With backgrounds in incident response and digital forensics, a member of our IR team will work with the insured to quickly determine the extent of the issue and fix where possible. If needed, they will also advise on the right company to use from our extensive partner network for swift and cost-effective event management.

2

### Manage

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.

3

### Communicate

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.



## 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.

Over the last 20 years, we have established an extensive global partner network of highly specialized, 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 center operators, notification providers and many more.

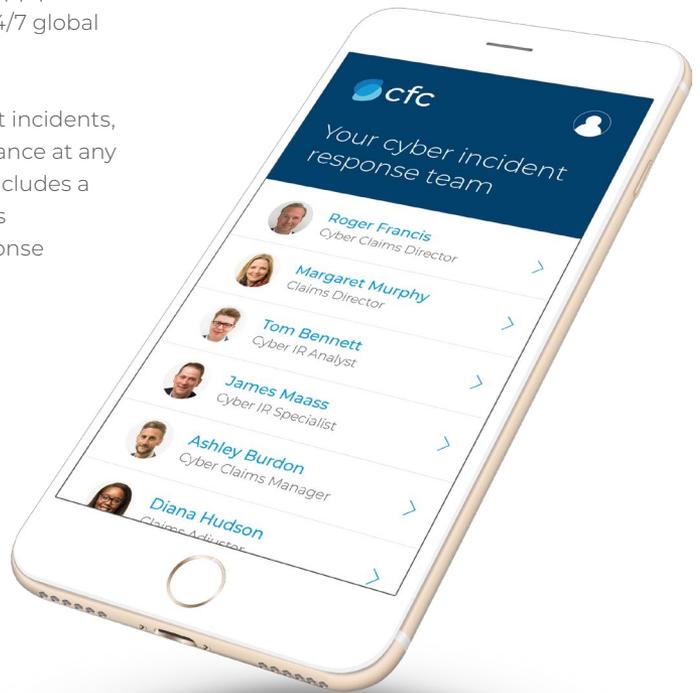
### Our partners include

# Cyber incident response app

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

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 such as custom notifications and incident response team management.



## Download the app

The app is available for free on the App 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



# We're risk management fanatics

When businesses place their cyber insurance with us, they are getting a whole lot more than words on paper. We've teamed up with specialist providers from around the globe to offer all of our cyber policyholders, free of charge, a wide range of best-of-breed services aimed at improving security before crisis strikes.

Partnering with:

**BITSIGHT**

**SKURIO**

**Cyber Risk Aware**  
Creating your human firewall

**NINJIO**

Want to protect yourself? Contact [cyberservices@cfcunderwriting.com](mailto:cyberservices@cfcunderwriting.com)



## Prevent

### Phishing-focused training

CyberRiskAware is an eLearning tool that tackles the human vulnerabilities in your business, equipping your team to identify and prevent phishing attacks and other social engineering campaigns.

### Cyber risk awareness videos

Ninjio offers a large library of fun and engaging cyber risk awareness videos that cover a wide variety of scenarios, from business email compromise to cryptojacking.



## Detect

### Cyber risk rating report

Bitsight will review key features of your company's internet presence on request and provide you with a cyber security rating, allowing you to benchmark yourself against peers and competitors. This tool also gets you 45-day trial access to the BitSight Portal.

### Breach alerts

Skurio breach monitoring service continually searches the dark web for information specific to your organization and alerts you in real-time to possible breaches of your data.



## Respond

### Cyber incident response planner

CFC's incident response team delivers a unique toolkit combining multiple templates and practical advice to help you produce a tailored incident response plan in case the worst happens.

By building a robust plan you can effectively reduce the impact of a cyber event and ensure all appropriate parties are engaged at the right time and in the right way.

## Get in touch

### Address

**CFC Underwriting**  
85 Gracechurch St  
London EC3V 0AA

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### Claims notifying & incident response hotline

<b>USA (local):</b>	1 844-677-4155
<b>Australia (local):</b>	1800 803 202
<b>Canada (local):</b>	1 800-607-1355
<b>UK (local):</b>	0800 975 3034
<b>Rest of World:</b>	+44 (0) 208 798 3134

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### Cyber claims email

[cyberclaims@cfcunderwriting.com](mailto:cyberclaims@cfcunderwriting.com)

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### Risk management email

[cyberservices@cfcunderwriting.com](mailto:cyberservices@cfcunderwriting.com)



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