

This guide aims to provide an overview of the cyber insurance claims process. Arch’s Cyber Claims team works with you to make the claims process fast and flexible. Understanding the process empowers you to navigate a claim confidently in collaboration with our team of experts. Adjustment of each claim will vary depending on the facts and complexity of the claim and any specific issues that may arise.

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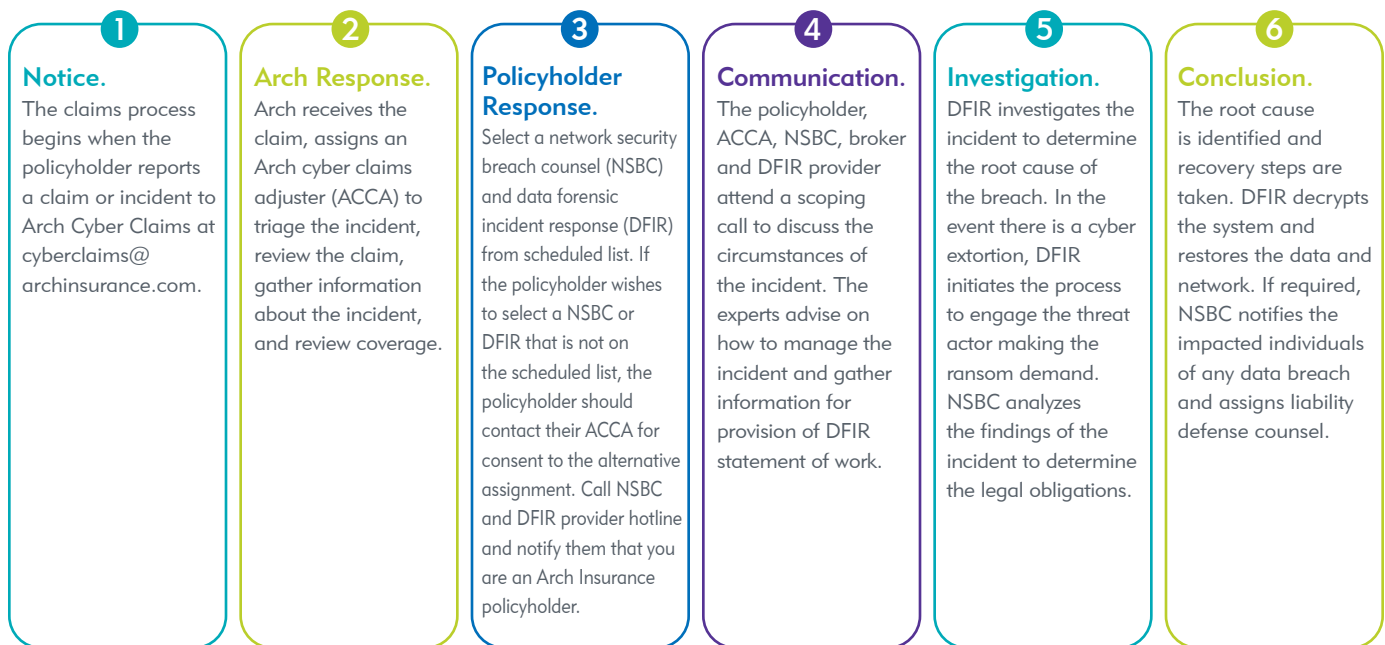
Phase 1: Identify and Recognize the Occurrence of a Cyber Incident

How do you know if a cyber incident has occurred?

- Was there actual or suspected unauthorized use of or access to any computer system, including email?
- Have you lost, or was there unauthorized use of or access to, employee or customer private information?
- Was there damage to, or were you unable to access, any computer system due to a malicious use, attack or exploit of the computer system?
- Has a formal complaint or lawsuit been made against your organization relating to a network security breach or privacy violation?
- Have you wired or transferred funds to a fraudster?

If the answer to any of these questions is “yes,” or you suspect the answer may be “yes,” contact **Arch Cyber Claims** at cyberclaims@archinsurance.com or 1-833-923-ARCH (2724) to report a claim or incident.

Phase 2: The Claims Process



- 7 Post-Recovery.**
- ACCA facilitates payments to NSBC for legal services and to DFIR for investigation and restoration services.
 - For loss evaluation, the policyholder submits proof of loss for business interruption to ACCA. To the extent coverage is available for a business interruption loss, ACCA facilitates payment for such loss.
 - The file is closed.

Data Forensics Firm	Contact
Arete	Brookes Taney T: 952 607 5935 btaney@areteir.com Breach Hotline: 866 210 0955 Breach Email: arete911@areteir.com
Artic Wolf	David Kruse T: 608 620 0502 david.kruse@arcticwolf.com Breach Email: newcase@articwolf.com
Booz Allen Hamilton	Brendan Rooney T: 703 541 9781 rooney_brendan@bah.com Breach Hotline: 888 266 9478 Breach Email: incident@bah.com
Charles River Associates	Jonathan Rajewski T: 713 691 9970 jrajewski@crai.com
Cybir	Steven J Greenawalt T: 484 361 4709 sg@cybir.com Breach Hotline: 267 540 3337
eSentire	Phillip Froehlich T: 714 609 3645 phillip.froehlich@esentire.com Breach Hotline: 866 579 2200
Iron Gate Security	Hillary Parkins T: 205 807 9766 hillary.parkins@irongatesecurity.com Breach Hotline: 855-IRN-GATE Breach Email: ironteam@irongatesecurity.com
Mandiant	US: +1 844 613 7588 International: +1 703 996 3012 Breach Email: investigations@mandiant.com
Stroz Friedberg	Jeff Jansen T: 215 255 1764 jeff.jansen@strozfriedberg.com Breach Hotline: 800 519 2743
Surefire	Tom Owens T: 708 822 0311 towens@surefirecyber.com Breach Hotline: 800 270 9034 Breach Email: response@surefirecyber.com

The following firms have been pre-approved by Arch. Coverage for the services provided by these firms is subject to the terms and conditions of your insurance policy.

Law Firm	Contact
Cipriani & Werner	Ernie Koschineg T: 610 862 1928 ekoschineg@c-wlaw.com Breach Hotline: 833 63 CYBER (2923) Breach Email: archcyber@c-wlaw.com
Clark Hill	Melissa K. Ventrone T: 312 360 2506 mventrone@clarkhill.com Breach Hotline: 877 912 9470 Breach Email: breachresponse@clarkhill.com
Connell Foley	Karen Painter Randall T: 973 535 0500 krandall@connellfoley.com Breach Hotline: 973 840 2500 Breach Email: breachresponse@connellfoley.com
Constangy, Brooks, Smith & Prophete, LLP	Sean Hoar T: 503 459 7707 sean.hoar@costangy.com Breach Hotline: 877 382 2724 (877-DTA-BRCH) Breach Email: breachresponse@constangy.com
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