

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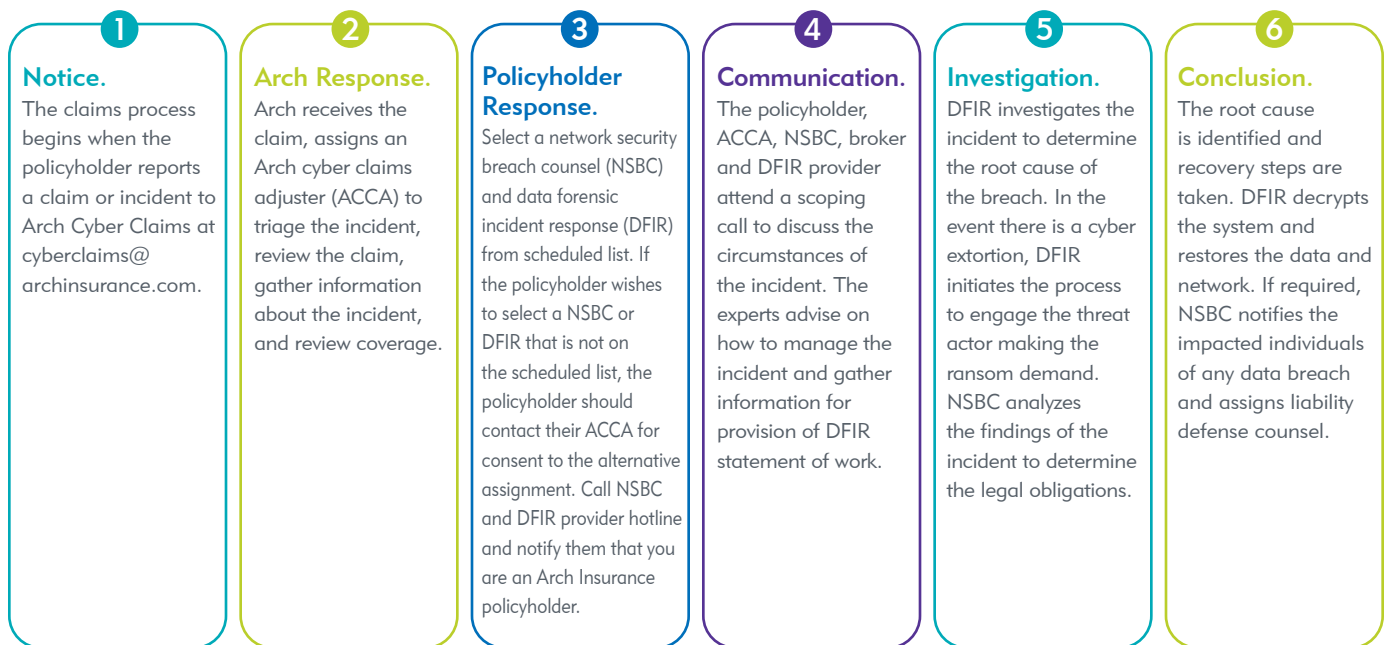
Phase 1: Identify and Recognize the Occurrence of a Cyber Incident

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.

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