



## Cyber Incident Response Protocol

In today's digital and connected world, cyber risks are an important and established part of the risk landscape. Consequences can be devastating. To mitigate this risk, Tokio Marine HCC's Cyber Security Insurance focusses on three areas where companies need a solid action plan: Pre-event, incident response and post-event. This comprehensive cyber incident protocol outlines the proactive steps you can take when managing your company's cyber security programme.

We work with Crawford & Company to offer crisis management services for immediate response to a cyber incident. Services include:

- An emergency contact card
- Access to a 24/7 Cyber hotline
- Pre-, incident and post-crisis response services
- Ability to tailor your panel of response service experts

### Pre-event

In the face of a cyber event, response services are crucial to how the incident is managed and to minimising business interruption. The response services afforded under our Cyber Security coverage are provided by an extensive panel of first-class international IT forensic, legal and PR experts with local language capabilities. Preparing these services in advance, and knowing who provides them, presents a real business advantage.

At Tokio Marine HCC, we encourage our clients to decide whether to keep

the preselected panel of experts or to tailor the panel to suit their industry and business. In addition, we offer clients the flexibility to further modify the panel and incorporate any existing and trusted partners\* they may have.

For an even greater level of comfort, a meeting with your local Cyber Incident Response representative is recommended and arranged. Meeting response partners in advance, and understanding the incident management process in more detail, helps better align crisis procedures and lets you go straight to resolution in the moment of an incident.

\*subject to a due diligence

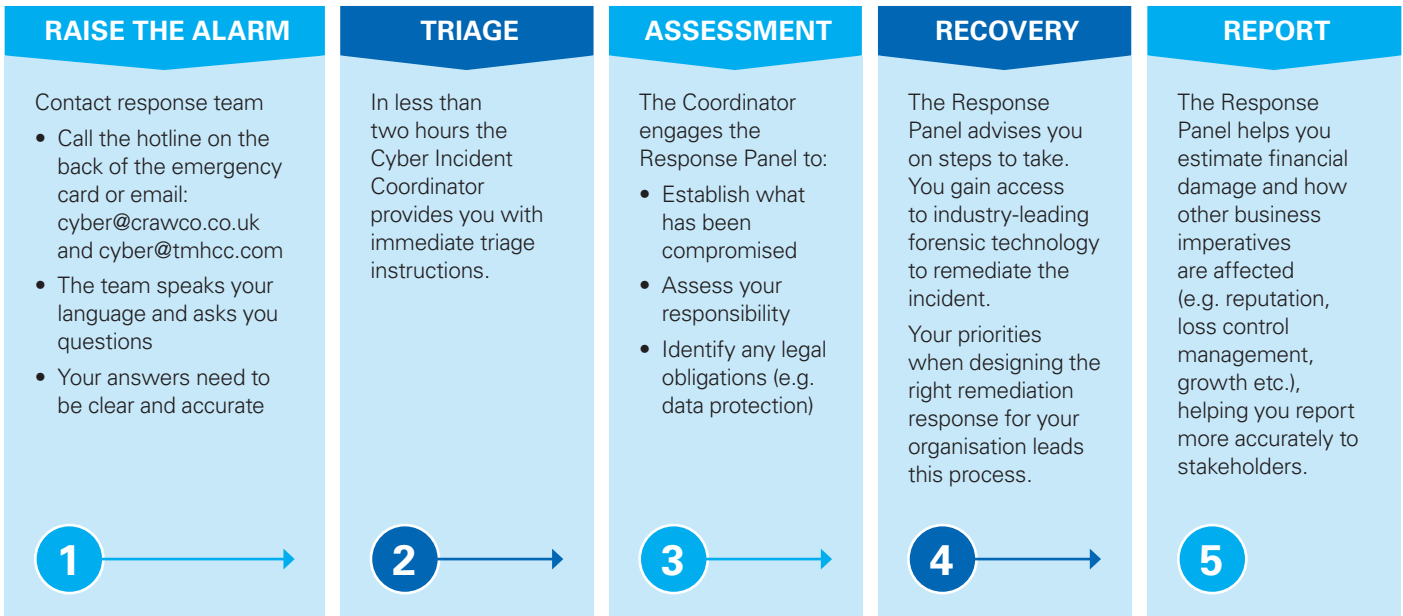
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***Knowing and having a preferred Cyber Incident Response Panel helps reduce the stress of a cyber event, letting you reach resolution faster and more efficiently.***

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## Incident response protocol

To reduce the impact an incident has on your business, how you respond is vital. With Tokio Marine HCC, you can manage the situation seamlessly.



### Post-event

No matter how well you prepare or how you responded in the moment, there are always lessons to be learnt from a cyber incident. Part of being cyber ready is investigating causes and assessing how accurately procedures were followed and how well the incident was managed.

At Tokio Marine HCC, we facilitate a debrief session post-incident with Crawford & Company to help you focus that assessment and make improvements to your response plan.

In conclusion, Tokio Marine HCC working with Crawford & Company enables continued proactive support and management pre-, immediate-, and post-incident, ensuring a 360° service supporting your insurance claim.

### Contact Us

[Cyber@tmhcc.com](mailto:Cyber@tmhcc.com)

### A member of the Tokio Marine HCC group of companies

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The policyholder will always be informed of which insurer in our group will underwrite the policy according to jurisdiction.

Not all coverages or products may be available in all jurisdictions. The description of coverage in these pages is for information purposes only. Actual coverages will vary based on local law requirements and the terms and conditions of the policy issued. The information described herein does not amend, or otherwise affect, the terms and conditions of any insurance policy issued by Tokio Marine HCC Group of Companies. In the event that a policy is inconsistent with the information described herein, the language of the policy will take precedence.