

## Chubb Cyber ERM

### Incident Response Process

This guide details how to access Chubb’s incident response team, how to report a claim, and what to expect next.

#### » Accessing Chubb’s Incident Response Team

##### Key Features

- 24/7 incident reporting via your mobile device, computer, or phone
- Access to emergency costs in the first 48 hours following an incident
- Customised email alerts and updates
- Streamlined access to an incident response team that will help you handle a cyber incident from the initial intake through post-review claims handling
- Enhanced local-language capabilities
- A single point of entry to response management and Chubb’s claims department



#### Mobile Application

New!

Find the “Chubb Cyber Alert” app on the Apple Store for iOS devices and the Android Store for Android devices:



#### Online

New!

Access our platform:  
[www.chubbcyberalert.com](http://www.chubbcyberalert.com)



#### Telephone Hotline

Find your local number below  
- Please note that hot line numbers have not changed

#### Local Freephone Numbers

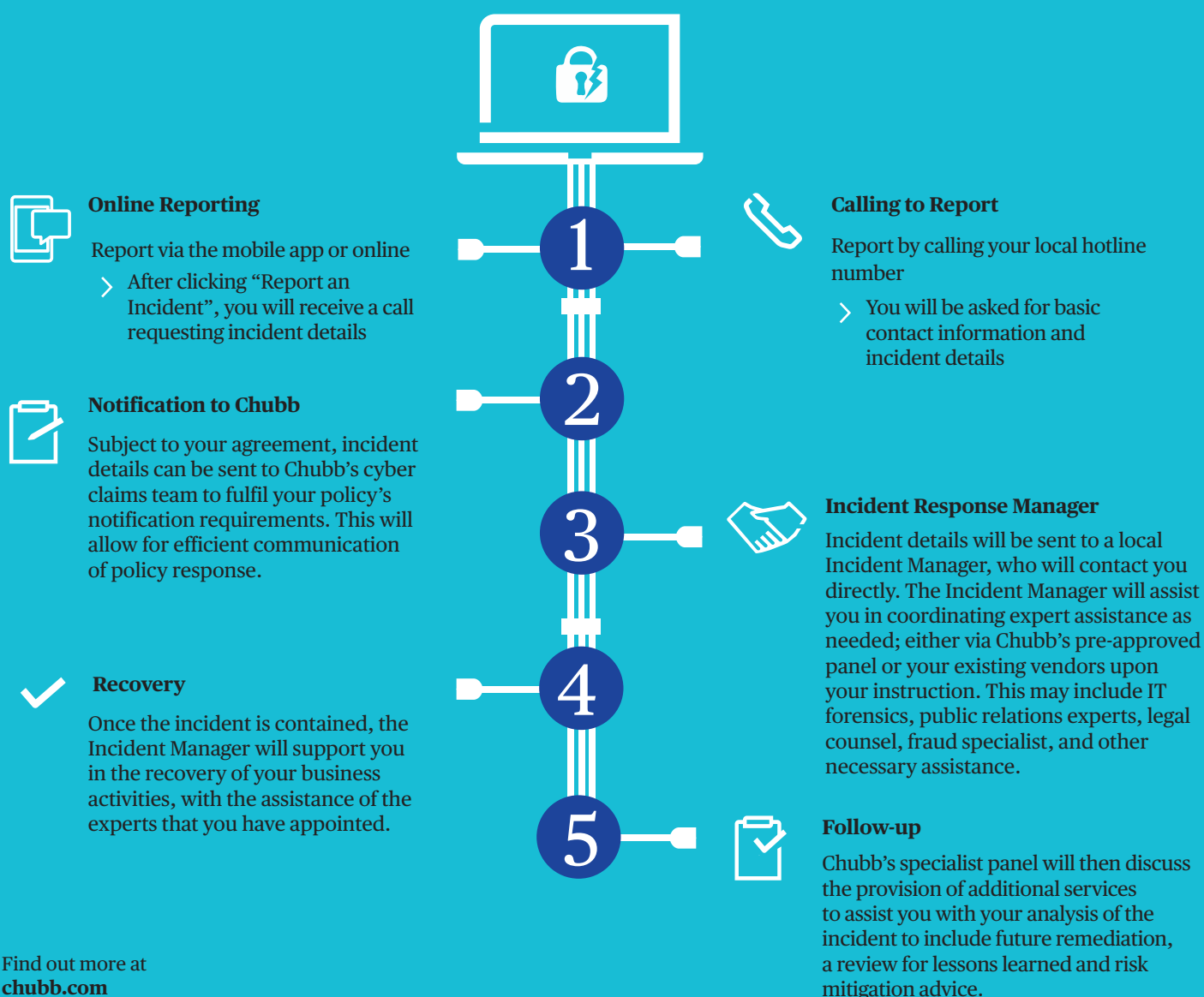
Australia	1-800-027428	Czech Rep	800-142853	Malaysia	1-800-8-12541	South Korea	0079814 800 6017
Austria	0800005376	Denmark	80-250571	Mexico	001-8552504580	Spain	800810089
Belgium	080049405	Finland	0-800-1-12382	Netherlands	0800 0203 267	Sweden	0200883181
Brazil	0800-0957346	France	0805101280	New Zealand	0800-441402	Switzerland	0800166223
Canada	1-866- 5618612	Germany	08005893743	Norway	800-12554	Taiwan	00801-13-6828
Colombia	01-800-518-2642	H. Kong	800-900659	Panama	0018005073360	Turkey (landline)	08112130171
Chile	1-230-020-1212	Indonesia	001-803-011-2974	Peru	080056006	Turkey (mobile)	08122130043
China	4001205310	Ireland	1-800-937331	Poland	00-800-1214960	U. Kingdom	0800-279-7004
		Israel	1-80-9213812	Portugal	800-8-14130	USA	1-844-740-9227
		Italy	800194721	Singapore	800-1206727	Vietnam (VNPT)	12032353
		Japan	00531-1-21575	South Africa	080-09-82340	Vietnam (Viettel)	12280688

# What to Expect - The Process

## Before an incident occurs...

- Chubb's cyber policyholders can download the Chubb Cyber Alert app or visit [www.chubbcyberalert.com/enrollment/enroll.php](http://www.chubbcyberalert.com/enrollment/enroll.php) to enrol. Enrolment allows for one-click reporting when an incident occurs.

## When an incident happens...



Chubb. Insured.<sup>SM</sup>

\*All content in this material is for general information purposes only. It does not constitute personal advice or a recommendation to any individual or business of any product or service. Please refer to the policy documentation issued for full terms and conditions of coverage.

Chubb European Group SE trading as Chubb, Chubb Bermuda International and Combined Insurance, is authorised by the Autorité de contrôle prudentiel et de résolution (ACPR) in France and is regulated by the Central Bank of Ireland for conduct of business rules.

Registered in Ireland No. 904967 at 5 George's Dock, Dublin 1.

Chubb European Group SE is an undertaking governed by the provisions of the French insurance code with registration number 450 327 374 RCS Nanterre and the following registered office: La Tour Carpe Diem, 31 Place des Corolles, Esplanade Nord, 92400 Courbevoie, France. Chubb European Group SE has fully paid share capital of €896,176,662.