

# 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

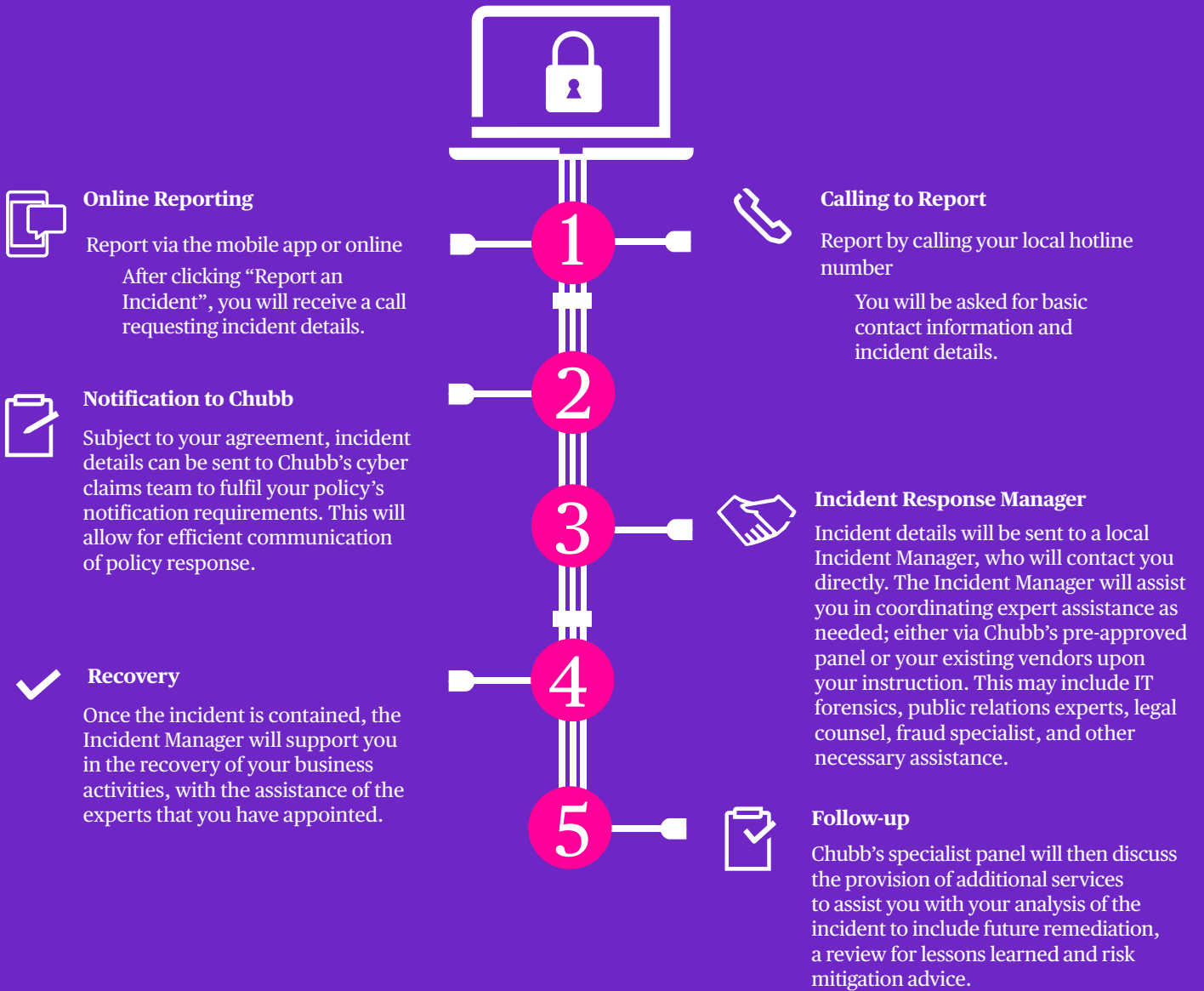
Australia	1-800-027428	Czech Rep	800-142853	Italy	800194721	Singapore	800-1206727
Austria	0800005376	Denmark	80-250571	Japan	00531-1-21575	South Africa	080-09-82340
Belgium	080049405	Finland	0-800-1-12382	Malaysia	1-800-8-12541	South Korea	0079814 800 6017
Brazil	0800-0957346	France	0805101280	Mexico	001-8552504580	Spain	800810089
Canada	1-866- 5618612	Germany	08005893743	Netherlands	0800 0203 267	Sweden	0200883181
Colombia	01-800-518-2642	H. Kong	800-900659	New Zealand	0800-441402	Switzerland	0800166223
Chile	1 2300 201212	Indonesia	001-803-011-2974	Norway	800-12554	Taiwan	00801-13-6828
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

# 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...



Find out more at  
[chubb.com](http://chubb.com)

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

We are a member of the Insurance Council of New Zealand (ICNZ) and a signatory to ICNZ's Fair Insurance Code (the Code). The Code and information about the Code is available at [www.icnz.org.nz](http://www.icnz.org.nz) and on request.



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