

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



Telephone Hotline

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

Local Freephone Numbers

Australia	1-800-027428
Austria	0800005376
Belgium	080049405
Brazil	0800-0957346
Canada	1-866- 5618612
Colombia	01-800-518-2642
Chile	1-230-020-1212
China	4001205310

Czech Rep	800-142853
Denmark	80-250571
Finland	0-800-1-12382
France	0805101280
Germany	08005893743
H. Kong	800-900659
Indonesia	001-803-011-2974
Ireland	1-800-937331
Israel	1-80-9213812
Italy	800194721
Japan	00531-1-21575

Malaysia	1-800-8-12541
Mexico	001-8552504580
Netherlands	0800 0203 267
New Zealand	0800-441402
Norway	800-12554
Panama	0018005073360
Peru	080056006
Poland	00-800-1214960
Portugal	800-8-14130
Singapore	800-1206727
South Africa	080-09-82340

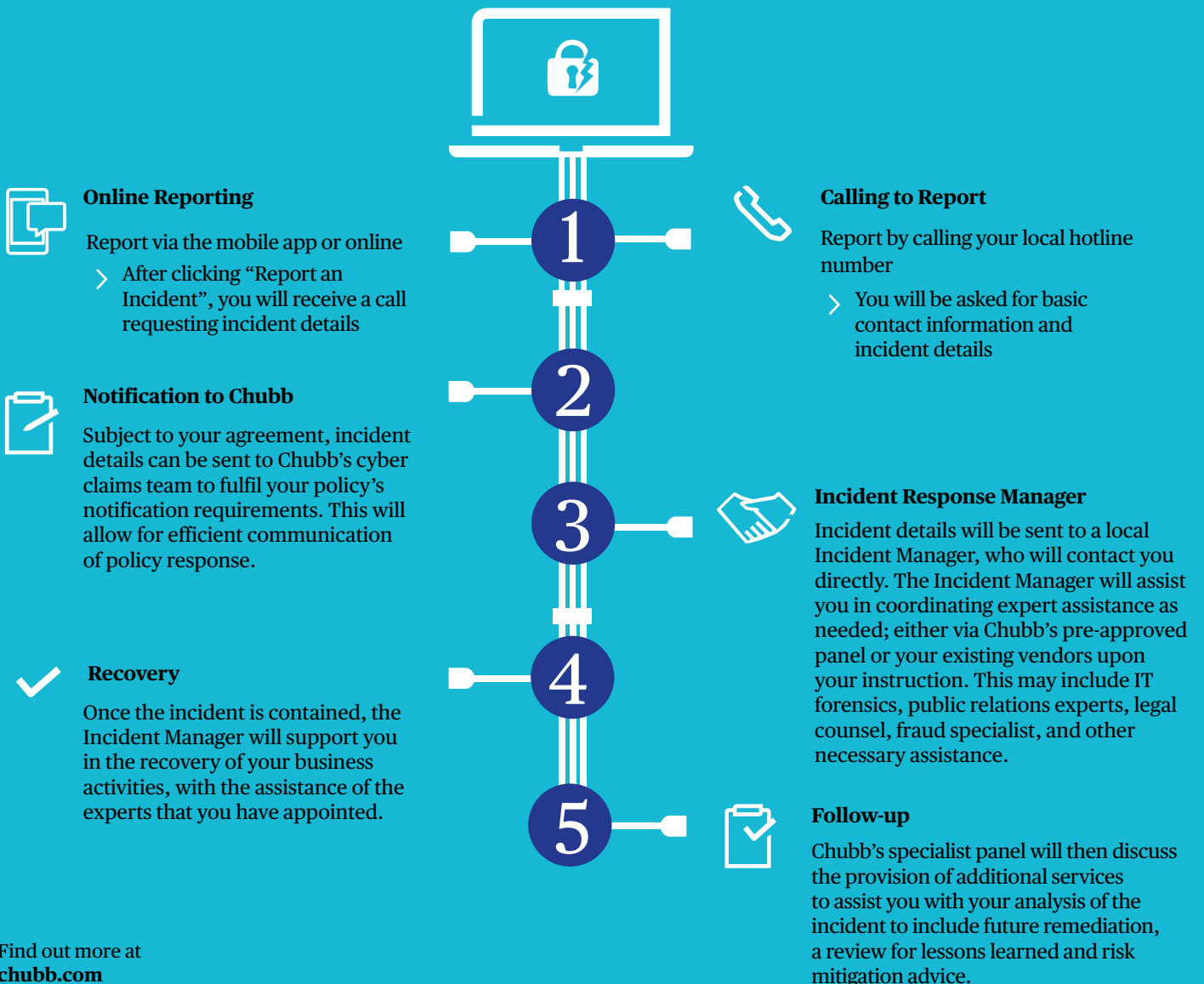
South Korea	0079814 800 6017
Spain	800810089
Sweden	0200883181
Switzerland	0800166223
Taiwan	00801-13-6828
Turkey (landline)	08112130171
Turkey (mobile)	08122130043
U. Kingdom	0800-279-7004
USA	1-844-740-9227
Vietnam (VNPT)	12032353
Vietnam (Viettel)	12280688

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 to enrol. Enrolment allows for one-click reporting when an incident occurs.

When an incident happens...



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