

AJGCyber.com Incident Road Map



Insurance | Risk Management | Consulting

This incident road map applies to BCS and Lloyd's policy holders only.

What should your business do in the event of a privacy/security/data breach incident?

Your business has **experienced a privacy/security incident**. Taking immediate action by following these steps will help you avoid litigation, and ensure regulatory compliance and customer confidence.

2 After your discussion with Baker Hostetler, you will receive a call from Atheria Law PC.

- Atheria is the law firm that handles coverage matters on behalf of the insurance company.
- Atheria is responsible for issues concerning coverage applicability, retentions, payments, reimbursements, etc.
- Baker Hostetler will have already notified Atheria of your privacy/security/data breach incident to satisfy the notice requirements of your insurance policy.

3 Email your Gallagher insurance broker.

- Emailing your broker ensures that they are aware of developments regarding the incident, enabling them to be an additional resource for you.

1 Call Baker Hostetler at 866.288.1705.

You will need the following information.

- What are the names/numbers or internal contacts for IT, HR and legal?
- What type of cyber/privacy event?
- What type of information was compromised?
- Is your system accessible?
- How many people involved?

Who is Baker Hostetler?

- Baker Hostetler is a breach response law firm and your first point of contact to help you navigate immediate steps.
- Baker Hostetler will be your breach coach throughout the incident.
- Baker Hostetler will notify Atheria Law, the coverage counsel representing the insurer, on your behalf.

There is no charge for this initial call with Baker Hostetler, who will advise of next steps, which could involve determining any of the following:

- Is formal engagement with Baker Hostetler necessary from a legal perspective, and to preserve attorney-client privilege?
- Should we engage a computer forensics firm to determine existence, cause and scope of the security incident?
- Do we need to hire a public relations firm?
- Do we need to notify any of the affected parties, customers, employees, state attorneys general, regulators or media?
- Do we need to engage additional resources such as a call center, or provide credit monitoring to affected individuals?

The incident response plan will be managed by Baker Hostetler on your behalf from start to resolution.

Goals throughout:

- Ensure compliance with applicable state and/or federal privacy laws.
- Return to operational normalcy as soon as possible.
- Ensure customer confidence and preserve brand reputation for your organization.

Privacy/Security/Data Breach Litigation

Your business has **received litigation** concerning a privacy/security incident.



Email all relevant information concerning the lawsuit to:

- Atheria Law at rpscyber@atherialaw.com
- Your Gallagher insurance broker



Appoint defense counsel.



Close litigation.