

Cyber Pre-Breach & Post-Breach Response Services

tmhcc.com/cyber

We Know Cyber

We recognize that a one-size solution does not fit all. **Tokio Marine HCC's** experienced underwriters welcome the opportunity to develop creative solutions to tailor coverage for your client's needs.

We insure thousands of companies from Fortune 500 to small to midsize businesses. Our in-house claims experts have handled thousands of cyber incidents each year across a range of financial services, retail, hospitality, educational, healthcare and governmental organizations.

It's not just enough to have a policy in place, you want the security to know you can count on us before and after a breach happens.

We worked with preferred vendors to provide next generation anti-virus software, back-up cloud provider, and multi-factor authentication to protect from unwanted infiltration of the network. With our cyber security website, CyberNET®, your insureds have access to cyber expert consultants available online or via phone to advise how to mitigate data and privacy breaches, prepare an incident response plan and respond to a suspected breach.

At CyberNET.tmhcc.com, our policyholders get access to:



Cyber Security Trainings



Phishing Simulations



Cyber Risk Report with Domain & Dark Web Security Scans

Additional benefits received as a policyholder:



Preferred rates and partnerships with security control



Access to cyber security consultants



24/7 expert claims handling



System Control: Pre-Breach Readiness

Tokio Marine HCC insurance policyholders can access a curated list of service providers that offer a variety of risk mitigation services to help businesses reduce their risk of a cyber breach and benefit with reduced premium rates if certain controls are implemented before your policy binds. Services range from antivirus software to penetration testing to PCI compliance review.

This is a comprehensive list of service providers in good standing with Tokio Marine HCC - Cyber and Professional Lines Group. Services are to be secured directly with each entity and are not covered as part of your insurance policy.



Some rates have been negotiated and are determined per project and vary according to the size and scope of services.

SERVICE	VENDOR	WEBSITE	PHONE	EMAIL
NEXT GENERATION ANTI-VIRUS SOFTWARE	CrowdStrike	Crowdstrike.com	917.797.7510	adam.cottini@crowdstrike.com
TWO-FACTOR AUTHENTICATION (2FA)	Duo Security	youroneit.com	703.570.4103	mike.zaroudny@youroneit.com
CLOUD BACKUP PROVIDER	Datto powered by OneIT	youroneit.com	703.570.4103	mike.zaroudny@youroneit.com
TABLE TOP READINESS ASSESSMENT	ePlace Solutions	eplacesolutions.com	800.387.4468	efalke@eplaceinc.com
	Kroll	Kroll.com	615.924.7932	hillary.parkins@kroll.com
	Arete Advisors	Areteir.com	561.231.2758	jpasker@aretair.com
	Wilson Elser	Wilsonelser.com	601.499.8083	robert.walker@wilsonelser.com
	Tracepoint	Tracepoint.com	844.TRACE04	info@tracepoint.com
NETWORK SECURITY/PENETRATION TESTING	Kroll	Kroll.com	615.924.7932	hillary.parkins@kroll.com
	Ankura	Akura.com	215.832.4485	incident@ankura.com
	Arete Advisors	Areteir.com	561.231.2758	jpasker@aretair.com
SECURITY AWARENESS/PHISHING SIMULATION	ePlace Solutions	eplacesolutions.com	800.387.4468	efalke@eplaceinc.com
	Kroll	Kroll.com	615.924.7932	hillary.parkins@kroll.com
	Proofpoint	Proofpoint.com	877.634.7660	
PCI COMPLIANCE REVIEW	ePlace Solutions	eplacesolutions.com	800.387.4468	efalke@eplaceinc.com
	Kroll	Kroll.com	615.924.7932	hillary.parkins@kroll.com



Breach Control: Post-Breach Readiness

When it comes to providing exceptional service for your policyholders and rapid, expert breach response, Tokio Marine HCC's in-house Incident Response Team and experienced cyber claims team gives careful consideration to the needs of each insured. Our goal is to get your insured back up and running and reach a successful resolution. How do we do it?



Our Cyber Incident Response Team expedites recovery and minimizes downtime for our policyholders. We're available 24/7 to navigate them through active cyber events.



Richard Savage

Director | Cyber Incident Response



Incident Response and Claims Process

1

Report

Incidents or claims are reported to:

888.627.8995

CyberClaims@tmhcc.com

2

Respond

Policyholders are put in contact with an in-house Incident Response Specialist or claims team member who makes recommendations and guides our policyholders through every step of the process.

3

Investigate

Our in-house Incident Response Specialist recommends tools and mitigation steps while ensuring appropriate investigations are conducted.

4

Recover

Our in-house Incident Response Team advises the insured about the best recovery path and recommends recovery experts to assist with technical expertise and support.

5

Notify

In the event of a data breach, our in-house Incident Response Team and claim expert recommends a breach coach/privacy counsel, credit monitoring and notification vendors.

6

Defend

If the policyholder is the subject of litigation, our claim experts will engage outside counsel and advise on the best defense and/or settlement strategy.

We work and collaborate with a trusted team of providers. We know every cyber claim is unique, so our incident response and claims team provide a range of options to best fit your policyholders' business and security needs.



We deliver superior claims service and assistance. Our Cyber Claims professionals are highly knowledgeable and pride themselves in responsiveness, efficiency, effectiveness, and going above and beyond for our insureds during challenging circumstances.



Tamara Ashjian

Director, Claims | Cyber & Tech

Our cyber claims team can be reached at:

888.627.8995

CyberClaims@tmhcc.com



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