

CYBER LIABILITY CLAIMS PROCESS

When it comes to notifying your insurance company of an actual (or potential) cyber liability breach, the most important thing to remember is to report the incident as soon as possible. The insurance company's cyber team is there to help you through the process and handle the forensic investigation. Never try to investigate a cyber liability breach on your own, as it can hinder the investigation itself and potentially lead to more harm.

When calling the insurance company to report the incident, it is important to have the following information:

1. Policy number
2. Effective and expiration date of the policy
3. Point of contact for the claim (including a direct phone number and e-mail address – do not provide a general email address or phone number as this can delay the investigation)
4. Date of claim/cyber breach (always let them know if it is a potential or actual incident)
5. Description of the cyber breach (including city, state and event that led you to discover the incident)
6. The type of personal and/or confidential information that the breach impacted
7. Number of individuals and electronic devices that were compromised due to the breach

Please also be prepared to send the insurance company all relevant information related to the case such as reports, screenshots, documents, etc., as it better prepares them for the investigation. Again, it is important to first report the incident itself, even if you do not have all of the needed information.

CYBER LIABILITY CLAIMS REFERENCE



IN CASE OF CLAIM — FOLLOW THESE INSTRUCTIONS IF

NOTICE OF SUIT OR INCIDENT IS RECEIVED:

- Do **NOT** assume or admit responsibility
- Document your file with reports of all employees' /officers' involvement
- Make **NO** statement to anyone except your legal counsel or insurance company representative.

IMMEDIATELY REPORT ALL SUMMONS AND CLAIMS TO:

cyberclaims@selective.com

AND/OR

YOUR LOCAL SELECTIVE INSURANCE AGENT

OR

SELECTIVE SERVICE CENTER
7401 BEAUFONT SPRINGS DRIVE, SUITE 400
P. O. Box 13325
RICHMOND, VA
TELEPHONE NUMBER 1-866-455-9969

BE PREPARED TO INCLUDE WITH YOUR INITIAL REPORT:

- Your policy number
- Insured Name
- Insured Address
- Name, phone number and e-mail address of individual to be contacted
- Description of the incident.

OTHER INFORMATION THAT WILL BE NEEDED FOR CLAIMS HANDLING:

- Are you reporting an actual or suspected breach incident?
- Description of the nature of the breach incident:
 - When did the breach incident occur?
 - In what city and state did the breach incident occur?
 - When did you or your organization first discover that the breach incident occurred?
 - What type of personal or confidential information is potentially implicated by the breach incident? How many individuals do you suspect are affected by the breach incident?
 - If any electronic devices were involved in the breach incident, were they encrypted?

SELECTIVE GROUP OF INSURANCE COMPANIES 40
WANTAGE AVENUE
BRANCHVILLE, NJ 07890
TELEPHONE NUMBER (800)-777-9656

KEEP THIS FORM WITH YOUR POLICY