

# Cyber Breach Response



## Response team and incident roadmap

When you purchase a Cyber policy, what you're really buying is a recovery plan with a pre agreed budget for the deployment of an incident manager and specialists to assist you in the event of a claim.

DUAL works closely with Charles Taylor Adjusting to manage all cyber incidents from initial notification through to resolution. We work with a dedicated breach response team which includes specialist Lawyers, IT Forensic Investigators, Forensic Accountants and Consultants, who all have significant experience to help ensure the best possible outcome for the Insured.

Charles Taylor Adjusting is a leading provider of professional services to clients across the global insurance market. The Group has been providing services since 1884 and today employs over 2,000 staff in 76 offices spread across 29 countries in the UK, the Americas, Asia Pacific, Europe, the Middle East and Africa.

### DUAL Cyber Incident Hotline

In the event of a Claim or Loss, contact Charles Taylor Adjusting  
Telephone: +44 (0) 333 305 8045 / 1 844 502 9237  
Email: [cyber@ctplc.com](mailto:cyber@ctplc.com)



# DUAL Cyber Breach Response Process

Notification to CTA 24/7/365

CTA to investigate

CTA instruct experts

Resolution

Stakeholder engagement



## Charles Taylor Adjusting Cyber Platform

IT Forensics	Legal (Breach/Defence)	Public Relations	Notification/ID Protection	Business Interruption

### Notification

In order to ensure that security/privacy breaches are managed efficiently and effectively, policyholders are able to make notifications via the following methods:

Telephone Charles Taylor Adjusting in the first instance on +44 (0) 333 305 8045/1 844 502 9237 or send an email to [cyber@ctplc.com](mailto:cyber@ctplc.com)

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