



## Cyber Breach Response Team & Incident Roadmap

**DUAL Cyber Incident Hotline:  
+852 5808 2380**

**When you purchase a DUAL Cyber Policy, what you're really investing in is a recovery plan with direct access to a hotline, 24 hours a day, 7 days a week should you suffer a notifiable incident.**

In addition, each Policy provides access to an incident manager from Charles Taylor Adjusting who will coordinate and manage DUAL's approved third-party specialists following an incident, to attempt to recover, rectify and reverse any loss suffered in the event of a covered claim.

### Dedicated Response Team

DUAL Asia has partnered with Charles Taylor to manage all cyber incidents from initial notification through to resolution. Charles Taylor Adjusting work with a dedicated breach response team which includes specialist Lawyers, IT Forensic Investigators, Forensic Accountants and Consultants, who all have significant experience to ensure the best outcome following a cyber incident or breach.

Established in 1884, Charles Taylor is a global professional services company to the insurance industry. With 60 offices in 26 countries, their global reach ensures Charles Taylor is well placed to provide quality support services to our insureds, wherever they are.

### DUAL Cyber Incident Hotline



**In the event  
of a Claim  
or Loss...**



**Contact the  
Charles Taylor  
Notification  
Service**



**Email:  
cyber@ctplc.com**



**Phone:  
+852 5808 2380**

**DUAL ASIA**

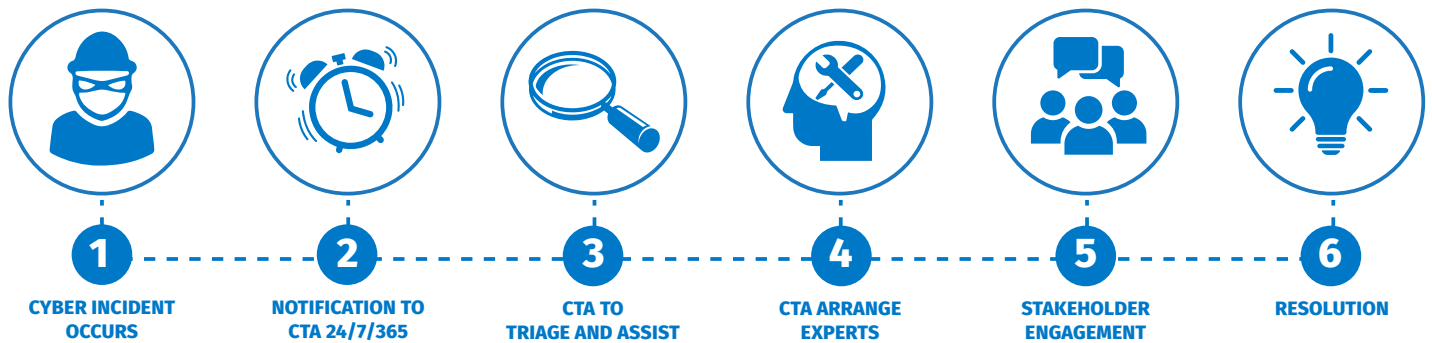
Tel: +852 2530 6800 [www.dualasia.com](http://www.dualasia.com)

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DUAL Underwriting Agency (Hong Kong) Limited - Licence number: FA2113

# Cyber Breach Response

## CYBER

### Breach Response process



## Charles Taylor Cyber Platform

### IT forensics



### Law Firm

CLYDE&CO

Kennedys

NORTON ROSE

### Consultants



### Business Interruption



## Notification

In the first instance notifications should be made via the following methods to ensure that security / privacy breaches are managed efficiently and effectively:

24/7 monitored email at [cyber@ctplc.com](mailto:cyber@ctplc.com) or the Cyber Incident Reporting hotline on +852 5808 2380.

Insured by:

