



## Cyber Breach Response Team & Incident Roadmap

**DUAL Cyber Incident Hotline:  
1300 004 880**

**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 Australia has partnered with Charles Taylor Adjusting to manage all cyber incidents from initial notification through to a 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 in the event of an incident. Established in 1884, Charles Taylor Adjusting is a global professional services company to the insurance industry. With 60 offices in 26 countries, their global reach ensures Charles Taylor Adjusting is well placed to provide quality support services, wherever they are. In Australia, Charles Taylor utilise the services of Casualty and Professional Services to undertake the incident management of cyber claims.

### DUAL Cyber Incident Hotline



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



**Contact the  
Charles Taylor  
Notification  
Service**



**Email:  
[cyber@ctplc.com](mailto:cyber@ctplc.com)**



**Phone:  
1300 004 880**

**DUAL AUSTRALIA**

**SYDNEY | MELBOURNE | PERTH | BRISBANE**

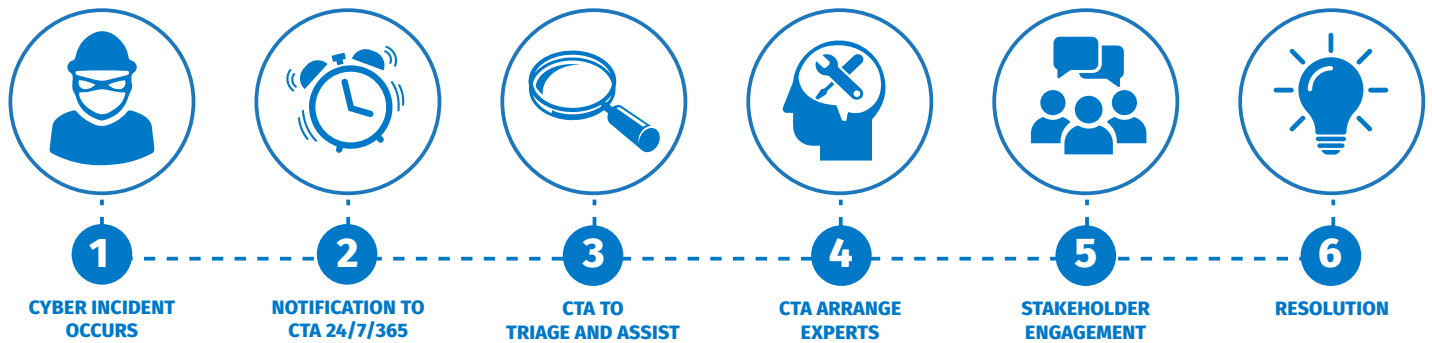
Tel: 1300 769 772 [www.dualaustralia.com.au](http://www.dualaustralia.com.au)

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# Cyber Breach Response

## CYBER

### Breach Response process



## Charles Taylor Cyber Platform

### IT forensics



**CYBERSCOUT™**  
WE'LL TAKE IT FROM HERE™



**CRYPSIS™**

**KIVU**

### Law Firm

wotton  
kearney

CLYDE&CO

NORTON ROSE

**Kennedys**  
Legal advice in black and white

### Consultants



FLEISHMANHILLARD

### Incident Managers

Charles Taylor Adjusting

**CYBERSCOUT™**  
WE'LL TAKE IT FROM HERE™

Experian

## 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 1300 004 880.