



Cyber Breach Response Team & Incident Roadmap

**DUAL Cyber Incident Hotline:
+64 4 831 0243**

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 New Zealand 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 New Zealand, 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**



**Phone:
+64 4 831 0243**

DUAL NEW ZEALAND

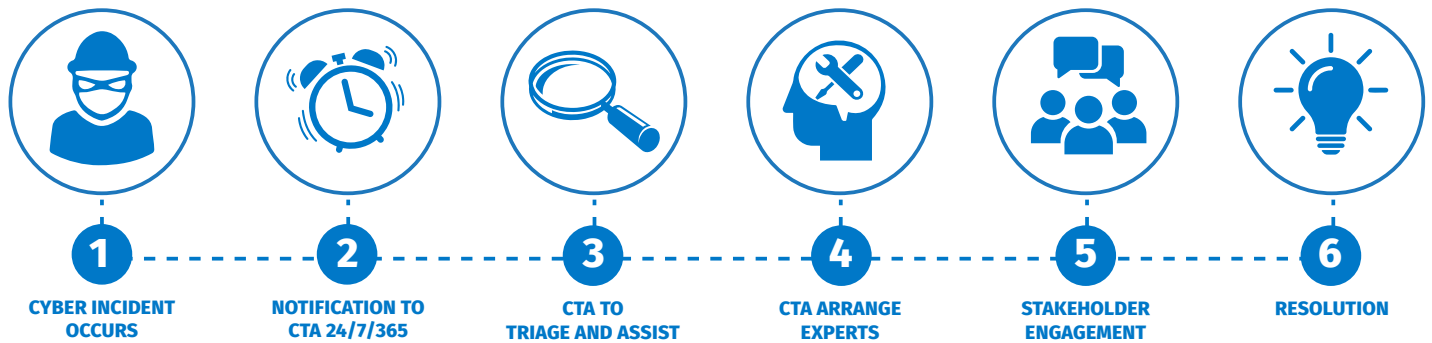
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Cyber Breach Response

CYBER

Breach Response process



Charles Taylor Cyber Platform

IT forensics



CYBERSCOUT™
WE'LL TAKE IT FROM HERE™

PRAGMA®
SECURING YOUR DIGITAL FUTURE

CRYPISIS™

KIVU

Law Firm

wotton
kearney |

CLYDE & CO

NORTON ROSE

Kennedys
Legal advice in black and white

Consultants

**PORTER
NOVELLI** >

FLEISHMAN HILLARD

MDD
FORENSIC ACCOUNTANTS

Incident Managers

Charles Taylor Adjusting

CPS Casualty & Professional Services Ltd

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 or the Cyber Incident Reporting hotline on +64 4 831 0243.