

# Joining forces to resolve cyber incidents

## Zurich DigitalResolve

Cyber risks are continuously evolving and expanding, posing severe threats to your business. Lost customers and revenue, regulatory fines, litigation, potential damage to your brand and reputation and cyber-extortion payments are issues no business ever wants to face.

In the event of a cyber security or privacy incident, **Zurich DigitalResolve** offers a 24/7 incident response solution which harnesses the specialist resources you need to recover from a damaging cyber event.

Zurich's DigitalResolve is available to Zurich New Zealand's customers who purchase a Security and Privacy Protection Policy.



### **Facing the challenge of growing cyber threats**

You may have cyber security and privacy insurance which helps protect you from the costs of cyber incidents. But where will you find the time and resources to resolve the problem and get your business back up and running quickly? Managing incidents effectively is also vital in mitigating your losses and protecting your reputation. Even if your business has an incident management response process in place, are you confident you have the capabilities to deal with a major cyber security or privacy breach?

### **The solution – Zurich DigitalResolve**

As soon as you discover a cyber security or privacy incident has occurred, you can contact our global hotline any time, day or night.

A dedicated incident manager will be assigned to coordinate cyber experts to support your business and remain in place until the incident is resolved, managing the services and acting as your main point of contact throughout.

### **Assigning your expert team**

Each expert is carefully selected from a global panel of trusted providers in the following technology, legal, forensic and financial disciplines:

- IT forensic experts and consultants
- Legal experts in data protection, cyber breaches, fraud and security
- PR consultants
- Direct mailing companies
- Credit monitoring
- Forensic accountants
- Ransom negotiators

- 1 Contact Zurich DigitalResolve whenever an incident occurs, 24/7, 365 days a year.
- 2 Dedicated incident manager appointed immediately.
- 3 IT forensic experts appointed (if required) to locate and act to resolve the event and report to the incident manager.
- 4 Incident manager consults with you and appoints other experts as required, such as lawyers and PR consultants.
- 5 Regular discussions between your business and all parties to agree best approach to resolve the incident.
- 6 Other experts appointed where necessary, for example, notification and credit monitoring specialists.
- 7 Comprehensive summary document issued at service conclusion.

Every panel member has been chosen for their proven track record and expertise, dedicated teams, global reach and established networks. The members also subscribe to our stringent Zurich standards and reporting structures. This provides you with the confidence of knowing your appointed team has the experience, resources and quality required to resolve a major cyber event.

### Resolving your issues locally

**Zurich DigitalResolve** experts deal with incidents within the locations in which they occur. Our local approach ensures your business doesn't suffer further incidents as a result of having to move data and information across geographical boundaries.

### Pre-breach services

Our ideal approach is to work closely with you even before an incident occurs, providing advice and training if required. This will enable us to align our services with your own incident management processes to ensure the most effective, efficient and coordinated response to assist in reducing the severity of the breach.

### How Zurich DigitalResolve can help

**Zurich DigitalResolve** will:

- Locate and help to rectify the source of the attack, failure or breach.
- Help safeguard your business from further attacks and disruptions.
- Assess your financial losses by providing a dedicated forensic accountant.
- Help to protect your brand and reputation by deploying PR consultants.
- Assist to ensure your business complies with any applicable regulations by providing legal support.
- Negotiate ransom demands – subject to legal supervision.

- Notify affected parties for regulatory and PR purposes.
- Undertake credit monitoring for affected persons and businesses.
- Assist in seeking to recover losses from negligent third parties.
- Assist risk management to prevent or minimise future threats.

### Implementing cyber risk management

Responding successfully to cyber incidents requires the right expertise. Contact your broker today to find out more about how **Zurich DigitalResolve** can help protect your business, reputation and brand following a cyber security or privacy event.

### Why choose Zurich?

Zurich New Zealand is a member of the Zurich Insurance Group Ltd (Zurich) with a global network of subsidiaries and offices in North America and Europe as well as in Asia Pacific, Latin America and other markets.

Zurich can help you because:

- We understand your business and the regulatory landscape surrounding it.
- We have a worldwide network of over 120 legal experts.
- We have a global team of cyber experts.
- We work as a global team providing local solutions.
- We have specialist financial lines claims professionals.

**For more information contact your Zurich Financial Lines Underwriter or Broker Manager.**

This information is general only and does not take into account your objectives, financial situations or needs. You should consider these factors, the appropriateness of the information and the relevant policy wording available from [zurich.co.nz](http://zurich.co.nz) before making a decision.

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