

DigitalResolve

Joining forces to  
protect you from  
cyber risks



ZURICH<sup>®</sup>

# Protection for your business 24/7

- 01 Contact DigitalResolve whenever an incident occurs, 24/7, 365 days a year.
- 02 Incident Manager appointed immediately.
- 03 IT forensic experts appointed (if required) – they locate and act to resolve the event, and report to the Incident Manager.
- 04 Incident Manager consults with you and appoints other experts as required, such as lawyers and PR consultants.
- 05 Regular discussions between your business and all parties to agree best approach.
- 06 Other experts appointed where necessary, for example, notification and credit-monitoring specialists.
- 07 Comprehensive summary document issued at service conclusion.

DigitalResolve is an optional cover, provided under your Zurich Security and Privacy Protection policy, offering a global one-stop shop that harnesses and manages the resources you need to recover from a damaging cyber event.

If an incident occurs, you can call our multilingual team, day or night. This will prompt a dedicated Incident Manager to appoint and coordinate cyber experts to support your business. Your Incident Manager will also remain in place from notification to conclusion, managing the services and acting as your main point of contact throughout.



## Facing the challenge of growing cyber threats

Cyber risks are continuously evolving and expanding. With those risks come severe threats to your business. Lost customers and revenue, regulatory fines, litigation claims and cyber-extortion payments are issues no business ever wants to face.

The challenges don't end there. You may have security and privacy insurance that protects you from the costs of incidents. But where will you find the time and resources to resolve the problem quickly and get your business back to full strength?

Managing incidents effectively is also vital to reduce your costs and protect your reputation. Even if you have an incident management response process in place, are you confident that you have the capabilities within your business to deal with a major cyber security breach?

## Assigning your expert team

Each expert is carefully selected from a global panel of trusted providers in the following technology, legal, brand and economic 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

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 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 globally

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

## Setting up your DigitalResolve service

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.

### Protecting you from breach, attack and failure

DigitalResolve from Zurich will:

- Locate and 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.
- Protect your brand and reputation by deploying PR consultants.
- Ensure your business complies with any applicable regulations by providing legal support.
- Negotiate ransoms, with legal supervision as required.
- Notify data subjects for regulatory and PR purposes.
- Undertake credit monitoring for data subjects and businesses.
- Seek to recover losses from negligent third parties.
- Risk manage your business to prevent or minimise future threats.

## Putting your cyber risk management in place

Responding successfully to cyber incidents requires the right expertise. To find out more about how DigitalResolve can protect your business, reputation and brand by harnessing specialists worldwide, please speak to your broker or usual Zurich contact.

## Why choose Zurich?

Zurich Insurance plc is a member of a group of companies of which the ultimate parent company is Zurich Insurance Group Ltd, a company registered in Switzerland (Zurich). Zurich has a global network of subsidiaries and offices in North America and Europe as well as in Asia Pacific, Latin America and other markets. Founded in 1872, the Group is headquartered in Zurich, Switzerland. It employs approximately 60,000 people serving customers in more than 170 countries.

- *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.*

**Zurich Insurance plc**

A public limited company incorporated in Ireland. Registration No. 13460.

Registered Office: Zurich House, Ballsbridge Park, Dublin 4, Ireland.

UK Branch registered in England and Wales Registration No. BR7985.

UK Branch Head Office: The Zurich Centre, 3000 Parkway, Whiteley, Fareham, Hampshire PO15 7JZ.

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