



Incident Response Service

Commercial Cyber Insurance



This booklet summarizes the Crawford Canada Incident Response service, which is included in your Risk-Can Cyber Insurance Policy.

RiskCan.ca

RISKCAN
Underwriting Managers

A cyber breach is a serious and complex event that can happen to any business. If a breach occurs, you can be confident knowing that the Risk-Can Cyber Insurance Policy Incident Response Service is here to help you navigate it.

This service, provided by Crawford Canada, offers 24/7 support via their helpline. You will have immediate access to professional IT forensic and specialized legal assistance.



Watch these videos to learn more about cyber incident response services:

- [What is a cyber incident response service? \(3:24\)](#)
- [What to expect from a cyber incident response service \(3:29\)](#)

Additional incident response services include:

- **First Notice of loss (FNOL)**

As a Risk-Can customer, you have access to a dedicated emergency line. The Crawford support staff are available 24/7 and ready to offer you specialized incident response support in the event of a cyber emergency.

- **Cyber Extortion**

If a ransomware attack occurs, we partner with specialised vendors to negotiate the ransom and facilitate payment. All payments will go through proper due diligence, and are OFAC compliant.

Services for your business (Internal)

IT Forensics

You receive access to specialty IT forensic firms that assist with a root-cause analysis, providing a clear picture of when and how the threat actor caused the event.

Forensic Accounting

The Crawford team works closely with the assigned incident response/adjuster to determine loss of revenue or effect on the business due to the event.

Legal

You receive access to a panel of lawyers who specialize in cyber breaches. When claims involve Personal Identifiable Information (PII), counsel will be brought in to assist with the notification to affected individuals.

Reputational Services (External)

Regulator Notification

We provide assistance with notification to the Federal or Provincial Privacy Commissioner under PIPEDA and local laws. If required, additional assistance with notifying industry specific regulatory or licensing bodies will be provided.

Public Notification

We work with you to create letters and emails to notify those impacted. A call center is also available to answer your questions.

Identify protection

We provide unique client 'codes' within notification letters to individuals who are affected by a data breach, providing affected individuals access to free online credit monitoring.

Public Relations

We support the drafting of communication to the media, public or employees, including standby statements in the event the incident goes public.