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A member of **Prairie State Insurance Cooperative** becomes aware of an incident.

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The Insured calls Phelps Dunbar 24/7 toll-free Cyber Claim Hotline:

833-229-1647

Phelps Dunbar conducts the initial triage call, in order to:

1. Establish the basic details of the incident
2. Educate the insured on the claims process within the parameters of the policy to avoid costs incurred without consent

After initial triage call, Phelps Dunbar will evaluate coverage as soon as possible, and notify/liaise with all necessary parties, including:

- i. Underwriters
- ii. Gallagher brokers (both US and London)
- iii. Breach Counsel/Coach, if necessary, (see point 2.a.)

2.a.

Having conducted initial triage call and assessed the severity of the incident, Phelps Dunbar contacts Breach Counsel/Coach (Baker Hostetler) **if necessary**.

2.b.

Should a Breach Counsel/Coach call be necessary, the Insured will receive a complementary call-back from a specialist privacy and data security attorney at Baker Hostetler, within 2 hours of initial triage call.

Baker Hostetler will provide event mitigation guidance (free for an initial 1 hour period).

Once engaged, the Breach Counsel/Coach will manage the Breach Response process as **Agent of the Insured**. They will liaise and remain in contact with Phelps Dunbar.

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Phelps Dunbar manages the entire claim process **on behalf of insurers**, and will remain the key Insurance contact point for the insured from start to finish. They will perform the following actions amongst others:

1. Evaluate insurance coverage.
2. Liaise with Breach Counsel/Coach, Baker Hostetler, (if call back was necessary) to plan response.
3. Liaise with Breach Counsel/Coach, Baker Hostetler, to confirm notification requirements.
4. Liaise with Breach Counsel/Coach, Baker Hostetler, to confirm their recommended third party vendor requirements, such as Forensic and IT Security vendors, Call Centers, Credit Monitoring etc., if necessary.
5. Agree notification strategy/plan outlined by Breach Counsel/Coach, Baker Hostetler, on behalf of Insurers
6. Monitor potential 3rd party exposure.