

The Resilience Claims Service

GUIDING YOU THROUGH YOUR RESPONSE

Access to a network of external experts

The Resilience Claims service has developed a carefully chosen and closely reviewed network of external experts to ensure that our policyholders have access to the right capabilities and resources as they deal with cyber events.



Discovery

To report a claim:
For General Claims: Claims@CyberResilience.com
For 24/7 Emergencies ONLY: **1-302-722-7236**



Investigation & Response

We offer strategic guidance, project management and a network of external expertise to resolve your incident.



Recovery

Recovery is fast & smooth because we explain your policy coverage throughout the life of the claim.

OUR SERVICE PROVIDERS

Privacy Law Groups




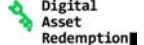
BakerHostetler	Gordon Rees Scully Mansukhani
Greenberg Traurig	Holland & Knight
McDonald Hopkins	Mullen Coughlin
Pierson Ferdinand LLP	Polsinelli
Shook, Hardy & Bacon	Troutman Pepper Locke

Computer Forensics
Investigators

Data Recovery Services

	
	
	
	
	
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Ransomware Resolution

Crisis Communications

		
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Notification & Call Center

Credit Monitoring &
Identity Theft Protection

		
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CONTACT US

Want to prepare?

Our security and incident response experts can help you with incident response planning and walk you through our claims process. To learn more email Onboarding@CyberResilience.com.

Incident?

Our claims and incident response experts are here to help you 24/7. For emergencies ONLY, call **1-302-722-7236**. For general claims, email Claims@CyberResilience.com.

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Resilience Service Providers

Below is a list of our trusted incident response panel partners, including key contacts and 24/7 availability details. These firms are pre-approved to support our insureds in the event of a cyber incident and have been vetted for their expertise, responsiveness, and experience handling complex matters.

If you are experiencing an active cyber incident and require immediate assistance, please report the incident to Resilience via our 24/7 emergency claims reporting hotline at 302-722-7236. Our hotline is monitored 24 hours a day, 7 days a week. For General Claims, please email Claims@CyberResilience.com.

Privacy Law Firms

BakerHostetler

TED KOBUS

tkobus@bakerlaw.com

NEW INCIDENTS

IRIntakeCoordination@bakerlaw.com

Gordon Rees Scully Mansukhani

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Mullen Coughlin

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JENNIFER COUGHLIN

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NEW INCIDENTS

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Pierson Ferdinand LLP

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Shook Hardy & Bacon

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NEW INCIDENTS

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Troutman Pepper Locke

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Data Recovery Specialists

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BRIAN BURKE

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KEVIN NESLAGE

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Fenix24

NEW INCIDENTS

RapidResponse@Fenix24.com

1 (855) Fenix24

BRIAN DUKE

brian.duke@fenix24.com

MoxFive

NEW INCIDENTS

incident@moxfive.com

LEE TROTTER

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Digital Forensic and Incident Response Firms

Arctic Wolf

NEW INCIDENTS

newcase@arcticwolf.com

DAVID KRUSE

david.kruse@arcticwolf.com

*Data Recovery & Ransom Resolution Services also available

Arete

NEW INCIDENTS

arete911@areteir.com

(866) 210-0955

LYNN PEACHEY

lpeachey@areteir.com

*Data Recovery & Ransom Resolution Services also available

Charles River Associates

NEW INCIDENTS

Incident.Response@crai.com

ANIKET BHARDWAJ

ABhardwaj@crai.com

*Data Recovery & Ransom Resolution Services also available

CrowdStrike

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services@crowdstrike.com

(855) 276-9347

ADAM COTTINI

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Cybereason

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response@cybereason.com

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JIM LEONARD

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*Data Recovery & Ransom Resolution Services also available

IronGate

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IrongateResponse@IrongateSecurity.com

(855) 476-4283

HILLARY PARKINS

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*Data Recovery & Ransom Resolution Services also available

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MoxFive

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S-RM

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*Data Recovery & Ransom Resolution Services also available

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Surefire

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response@surefirecyber.com

1 (800) 270-9034

TOM OWENS

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*Data Recovery & Ransom Resolution Services also available

Crisis Communications

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FTI Consulting

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JadeRoq

JASON MALONI

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Notification / Call Center / Credit Monitoring

Epiq

LARRY BROWN
larry.brown@epiqglobal.com

Experian

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TransUnion

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ELLIOT BLACK
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(603) 661-9194

Kroll

DENYL GREEN
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Ransom Resolution Experts

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