

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

SUREFIRE CYBER	ARCTIC WOLF	KROLL
IRON GATE	LevelBlue	Arete
CRA Charles River Associates	MOXFIVE	S-RM
MANDIANT	CROWDSTRIKE	-

Data Recovery Services

	
	
	
LevelBlue	IRON GATE
KROLL	S-RM
KIVU	-

Ransomware Resolution

KIVU	
	

Crisis Communications

		JADE/ROQ
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Notification & Call Center

KROLL	epiq
	TransUnion ^{tu}

Credit Monitoring &
Identity Theft Protection

TransUnion ^{tu}	EQUIFAX	
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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

JOSEPH SALVO

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BRIAN MIDDLEBROOK

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Greenberg Traurig

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Holland & Knight

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McDonald Hopkins

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NEW INCIDENTS

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Mullen Coughlin

JOHN MULLEN

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JENNIFER COUGHLIN

jcoughlin@mullen.law

NEW INCIDENTS

resilienceprivacy@mullen.law

Pierson Ferdinand LLP

STU PANENSKY

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NEW INCIDENTS

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Polsinelli

PASHA STERNBERG

PSternberg@polsinelli.com

BRUCE RADKE

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NEW INCIDENTS

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Shook Hardy & Bacon

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COLMAN MCCARTHY

CDMCCARTHY@shb.com

NEW INCIDENTS

SHBCyber-Resilience@shb.com

Troutman Pepper Locke

SADIA MIRZA

Sadia.Mirza@Troutman.com

RON RAETHER

Ron.Raether@Troutman.com

Data Recovery Specialists

Cypfer

NEW INCIDENTS

remteam@cypfer.com

BRIAN BURKE

bburke@cypfer.com

KEVIN NESLAGE

kneslage@cypfer.com

Fenix24

NEW INCIDENTS

RapidResponse@Fenix24.com

1 (855) Fenix24

BRIAN DUKE

brian.duke@fenix24.com

MoxFive

NEW INCIDENTS

incident@moxfive.com

LEE TROTTER

Lee.Trotter@moxfive.com

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

NEW INCIDENTS

services@crowdstrike.com

(855) 276-9347

ADAM COTTINI

adam.cottini@crowdstrike.com

IronGate

NEW INCIDENTS

IrongateResponse@IrongateSecurity.com

(855) 476-4283

HILLARY PARKINS

Hillary.parkins@irongatesecurity.com

*Data Recovery & Ransom Resolution Services also available

Kroll

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cyberresponse@kroll.com

JESSICA CENTENO

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LAINEE BIEGEL

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LevelBlue

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JIM LEONARD

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Mandiant

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Inbounds@mandiant.com

KAREN KUKODA

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kkukoda@google.com

MoxFive

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incident@moxfive.com

LEE TROTTER

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*Data Recovery & Ransom Resolution Services also available

S-RM

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cyberir@s-rminform.com

(646) 895-6538

KELLY MCMANUS

k.mcmanus@s-rminform.com

DAN CAPLIN

d.caplin@s-rminform.com

*Data Recovery & Ransom Resolution Services also available

Surefire

NEW INCIDENTS

response@surefirecyber.com

1 (800) 270-9034

TOM OWENS

towens@surefirecyber.com

*Data Recovery & Ransom Resolution Services also available

Crisis Communications

FleishmanHillard

SPENCER GIROUARD

spencer.girouard@fleishman.com

FTI Consulting

JAMIE SINGER

Jamie.Singer@fticonsulting.com

JadeRoq

JASON MALONI

jmaloni@jaderog.com

Notification / Call Center / Credit Monitoring

Epiq

LARRY BROWN
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Experian

MICHAEL MORELLI
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TransUnion

GINA M. RODRIGUEZ-RUBIO
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(470) 345-5696

ELLIOT BLACK
elliott.black@transunion.com
(603) 661-9194

Kroll

DENYL GREEN
Denyl.green@kroll.com

Ransom Resolution Experts

Arete

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arete911@areteir.com
(866) 210-0955

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Coveware

CAT STAMM
cat@coveware.com

Kivu

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