

## First Response

In the event of an incident, call:

**1800 290 982**

or

**1800 316 349**

First Response Advisor:\*

Clyde & Co

Norton Rose Fulbright

### First Response Benefits

- First Response gives you access to AIG's panel of incident response experts 24/7/365.
- You can use this service if you suspect an Insured Event covered by the policy has occurred.
- Your policy retention does not apply to the First Response Legal Services during the period noted on your schedule.
- First Response Expenses will be paid within the Event Management Coverage section.
- This service is provided without prejudice to policy coverage.

You will be provided with updating reports detailing the support and advice provided regarding the incident and next steps.

\* For the full terms & conditions, please refer to the policy wording.

## First Response Service



Your call will be answered by the AIG call centre. Your call will be answered in English but a call-back service is available in other languages.



The First Response Advisor will contact you within approximately 1 hour of a call-back service request to take initial details of the incident and advise on next steps as well as assisting with the coordination of the response.



The First Response Advisor will appoint an approved IT specialist if needed to assist you in determining what has been affected and how the incident might be resolved.



You will receive initial legal advice to assist with the requirements to regulators and individuals.



If required, the First Response Advisor will appoint a Public Relations Advisor to help prevent reputational damage and a Cyber Extortion Advisor to guide you during an extortion or ransomware event.

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