Incident Preparedness Toolkit: Ransomware

In the event of a ransomware scenario this is your organization's guide on how to partner with Coalition on the road to recovery. It's advisable to fill out your organization's details below and print or store them outside your computer or network environment. If you're looking for pre-claim guidance on how to prevent future cyber incidents, visit our guide linked here.

Prepare an Incident Response (IR) plan

Suggested steps as follows:

1. **Create an IR team**
   - Gather key parties and outline roles
   - Gather phone numbers including IT, Risk manager, CEO, Insurance carrier, Broker
   - Assign specific tasks to prepare for the incident
   - Document an IR plan
2. **Identify who leads the incident handling and response effort (internal lead point of contact)**
3. **Have a printed copy of your insurance policy (do not store in a computer file only)**
4. **Establish primary and secondary communication methods and make them available to the IR team offline in the event systems are unavailable or compromised**
5. **Establish a liaison and partnership**
   - Pre-interview counsel and forensic firms on the panel list
   - Review and establish the tri-party agreement pre-incident
6. **Identify mission-critical data, networks, assets or services that should receive primary attention during an incident.**
7. **Test IR plan**
   - Reach out to a member of the Coalition team to request a complete copy of an Incident Response Template.

In the event of a suspected breach, we recommend to notify our claims team as early as possible to limit the impact of a possible compromise.

✉ claims@coalitioninc.com ☎ 1 (833) 866-1337

Insurance products are offered in the U.S. by Coalition Insurance Solutions Inc.("CIS"), a licensed insurance producer and surplus lines broker, (Cal. license # 0L76155) acting on behalf of a number of unaffiliated insurance companies, and on an admitted basis through Coalition Insurance Company ("CIC") a licensed insurance underwriter (NAIC # 29530). See **licenses** and **disclaimers**.

Coalition's Incident Timeline

(What we do to help you recover)

Steps for your organization to take

(What you can do to prepare for incident recovery)

First notice of event

Policyholder suspects a security concern and/or receives an alert from Coalition, and contacts Coalition using one of the three methods to reach Coalition. (Details on how to report a claim to the right)

1. **Invoke your IR plan**
2. **Important information:**
   - Coalition Claims Contacts by: Phone: 1(833) 866-1337 (US and Canada) or 0808 134 9559 (UK)
   - Email: claims@coalitioninc.com (US/UK) or claims@coalitioninc.ca (Canada)
   - Live Chat from our website
   - Coalition Policy number

Engage

Coalition will help coordinate the use of counsel and vendors while stakeholders remain connected and informed.

3. **Key Contacts:**
   - Coordinate with Coalition on:
     - Breach Coach
     - Forensics and
     - Other required services
   - Coordinate with current IT and information security vendors

Assessment and triage

Working with you, Coalition's team works with vendors to determine the need for further engagement with breach coach, and perform a forensic investigation. Indicators we look for (include but not limited to): Legitimate logins to email, password changes, new accounts created, malicious email headers. Coalition's team will also assist you in triaging any immediate security needs.

4. **Details of the incident and network:**
   - Date of known suspicious activity
   - Notes and artifacts related to an initial investigation
   - Number of affected systems
   - Size and composition of the network
   - Email provider
   - Location and types of critical data
   - Availability, viability, and recency of backups

Forensics

As an option via our incident response panel, policyholder may engage an incident response firm, such as Coalition's affiliate Coalition Incident Response (CIR) or a 3rd party vendor to assist in remediation and complete forensics work as needed.

5. After the forensics team completes their investigation, you'll receive additional details of the incident including recommendations on how to prevent a similar event in the future.

Recovery

Coalition helps your organization to effectively manage digital risk and get back to business.

6. Once our team has handled the expenses incurred and recovered your systems to the fullest extent possible in accordance with your policy, you're on your way to putting this incident behind you and returning to your business- better protected.

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