



angel

good for business

cyber incident response services

angel risk management



Angel Risk Management is committed to being a trusted partner in helping our customers improve their preparedness for and response to a cyber event. We offer our customers a solution which is agile in its ability to respond to the full spectrum of cyber risk, be it a straightforward IT breach or a catastrophic ransomware attack.

Through Angel Risk Management Cyber Insurance Solution, customers will have access to Cyber Incident Response providers, providing a 24/7 response to any Cyber incident or claim. Working with Angel Risk Management Claims handlers, this service guides insured customers through each stage of a cyber incident from initial notification to investigation and containment, to restoration and closure of the incident.

this is our service:

- Global hotline – 24/7/365 service for first notification of loss
- Rapid triage & assessment – crisis managed response
- Dedicated local incident manager throughout the lifecycle of the incident
- Specialist expertise – access to best in class vendor network

how this will help me?

- Clearly signposted and strategically managed cyber claims process throughout the whole incident working with Angel Risk Management claims handlers, from First Notification of Loss to Incident Resolution
- Access to specialist vendor expertise, combining cyber resilience insight as well as industry experience to provide relevant, timely information
- Rapid incident response capability that supports customers in responding to, containing, and resolving incidents in a cost-effective manner
- Vendors including legal advice and/or with IT Specialist S-RM for assistance in determining what has been affected and how it can be contained, repaired, or restored
- A wider panel of cyber law firms, PR firms and other technology providers, to provide a comprehensive incident response service

who will we work with?

Our Cyber Insurance Solution provides you with access to a panel of market-leading vendors ready to respond to any type of cyber incident. Post breach providers include:

- Legal & regulatory
- Crisis comms & PR
- Identity fraud & credit monitoring
- Incident response & IT forensics
- Forensic accounting & e-discovery

key features

Get prepared, take control, and optimise recovery.

- First Notification of Loss (FNOL) services, with experienced Claims Managers and Legal Services available 24/7/365. This includes identification and allocation of the risk based on severity
- Delivery of a cyber incident crisis response with built-in legal support and overview
- Professionals with proven expertise in managing Cyber claims and advising insureds and insurers alike across all aspects of the claim and forensic accounting services
- A comprehensive and best in class panel of experts associated with cyber incident response, including IT forensics, public relations, dark web monitoring and a panel of legal services provided



cyber event timeline

Response is critical in the first 48 hours of an event.

FIRST STAGE TRIAGE

- First Notification of Loss (FNOL)
- Incident Manager is activated
- First response to insured

COMMENCE INVESTIGATIONS

- Appoint specialists
- Triage calls
- Commence investigations
- Immediate mitigation
- Renew policy coverage
- Initial indications emerge
- Clear discovery plan emerges
- Investigations well underway
- Immediate mitigation work continues
- Regular updates provided to stakeholder

48 HOURS

- Initial investigations concluding
- Continued updates to stakeholders
- View of policy coverage emerging
- Immediate mitigation work maturing
- Clear solution plans emerging

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vendor network of experts

Below are vendors that are able to provide specific services and subject matter expertise as part of our incident management solution. Our Cyber claims team member will be able to provide specific details in the event that an incident management solution is required.

IT forensics	legal services
Ankura	Baker Hostetler
Black Panda	Clyde & Co
CCL Group	CMS Cameron McKenna
Coconnect SA	Dentons
Crowdstrike	DLA Piper
Envista	DZP
Fox-IT (part of NCC Group)	Kennedy Van der Laan
F-Secure	Kennedys Law LLP
Grant Thornton	public relations
InfoGuard	Artemis Associates
Kroll	FleishmanHillard Fishburn
Mandiant Consulting Services (part of Fire Eye)	Klareco
Northwave	2Twintig
Pragma	data/credit reporting services
S-RM (Crisis Management, IT Forensics & Extortion)	Experian
Pereus	
Stroz Friedberg	

angel cyber insurance solution incident response

Our Cyber Insurance Solution specialises in responding to and assisting in the successful mitigation of loss and disruption caused by cyber events. Our team seeks to provide a measured and strategically managed response, often in a crisis led environment, ensuring that Insured Customers get the support, expert resources, technology and experience they demand to respond both quickly and effectively to a Cyber event.

Our Cyber Insurance Solution Incident Response process comprises the following:

notification of the incident

*In the event of a cyber incident,
call the Cyber Response Hotline and
Toll-Free Number: 0800 138 1833*

Your call will be answered by a Crawford call centre for emergency assistance with 24/7/365 access.

Crawford will assist you in coordinating your response to a first party event and in containing a first party event and mitigate any further loss.

If required, Crawford will coordinate with pre-approved vendors including legal advice and/or with IT Specialist S-RM for assistance in determining what has been affected and how it can be contained, repaired, or restored.





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For more information about Angel Risk Management and to keep up to date with our range of products, please contact:

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