



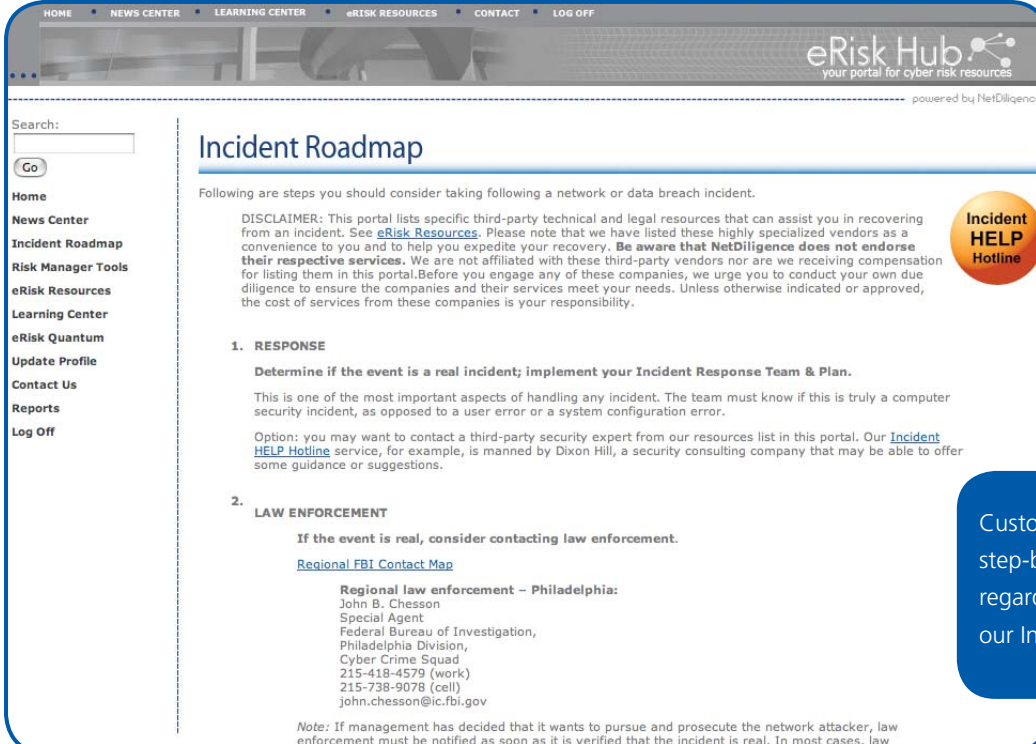
## eRisk Hub™: Your compass to navigate a new world of network risk

Privacy concerns, data protection and systems security are of the utmost concern in today's technology-driven world. While there is no solution that can completely prevent these cyber incidents, Zurich is facing this crisis head-on and offering the services of a single source to help prevent and respond to cyber crisis situations – eRisk Hub.

eRisk Hub: Information to help you prepare for – and react to – a data breach

eRisk Hub, backed by the power of NetDiligence, is your portal for cyber risk resources. This comprehensive Web-based site provides essential ways to help you prevent and recover from cyber information attacks or data breaches.

Developed by seasoned experts in highly specialized functions such as computer forensics and crisis communications, our customers have access to a multitude of information resources and services. Moreover, customers also receive up to one hour of consulting time with the professionals at NetDiligence and their program partners.



The screenshot shows the eRisk Hub website interface. At the top, there is a navigation menu with links for HOME, NEWS CENTER, LEARNING CENTER, eRISK RESOURCES, CONTACT, and LOG OFF. The main header area features the eRisk Hub logo and the tagline "your portal for cyber risk resources", along with the text "powered by NetDiligence". A search bar is located on the left side of the page. The main content area is titled "Incident Roadmap" and contains the following text:

Following are steps you should consider taking following a network or data breach incident.

**DISCLAIMER:** This portal lists specific third-party technical and legal resources that can assist you in recovering from an incident. See [eRisk Resources](#). Please note that we have listed these highly specialized vendors as a convenience to you and to help you expedite your recovery. **Be aware that NetDiligence does not endorse their respective services.** We are not affiliated with these third-party vendors nor are we receiving compensation for listing them in this portal. Before you engage any of these companies, we urge you to conduct your own due diligence to ensure the companies and their services meet your needs. Unless otherwise indicated or approved, the cost of services from these companies is your responsibility.

**1. RESPONSE**

**Determine if the event is a real incident; implement your Incident Response Team & Plan.**

This is one of the most important aspects of handling any incident. The team must know if this is truly a computer security incident, as opposed to a user error or a system configuration error.

Option: you may want to contact a third-party security expert from our resources list in this portal. Our [Incident HELP Hotline](#) service, for example, is manned by Dixon Hill, a security consulting company that may be able to offer some guidance or suggestions.

**2. LAW ENFORCEMENT**

**If the event is real, consider contacting law enforcement.**

[Regional FBI Contact Map](#)

**Regional law enforcement – Philadelphia:**  
 John B. Chesson  
 Special Agent  
 Federal Bureau of Investigation,  
 Philadelphia Division,  
 Cyber Crime Squad  
 215-418-4579 (work)  
 215-738-9078 (cell)  
 john.chesson@ic.fbi.gov

*Note: If management has decided that it wants to pursue and prosecute the network attacker, law enforcement must be notified as soon as it is verified that the incident is real. In most cases, law*

On the right side of the page, there is a red circular button labeled "Incident HELP Hotline".

Customers are given step-by-step directions regarding cyber events on our Incident Roadmap.

## Your roadmap to multiple cyber solutions

The following online sections, which are located on the left-hand navigation bar of the e-Risk hub homepage, provide users with up-to-date information and solutions concerning cyber risks:

- **News Center** keeps customers informed of the latest cyber risk information. This section reports details of recent data breaches, provides the latest virus alerts and informs users of related upcoming events (such as international conferences). In this section, users will also find relevant cyber risk news through blog posts from seasoned professionals and a global hacker attack map, which identifies high-risk regions. In addition, the News Center provides many helpful industry links for supplemental cyber risk information.
- **Incident Roadmap** explains different aspects and possible solutions related to data breaches. Here, users can obtain contact information, including the necessary phone numbers and e-mail addresses needed to report an incident.
- **Risk Manager Tools** provide users with various methods of identifying cyber risks within the company.

1. **Forms.** Should an incident occur, users can download necessary forms, including:

- claim forms
- incident reports and
- notice of coverage

2. **Calculator.** Customers can estimate the potential cost of a data or privacy breach by using an online calculator. This allows users to visualize potential damage should a breach occur.
3. **eRisk assessment.** Quickly obtain an eRisk assessment, which is a high-level snapshot of potential cyber risk exposures and safeguard deficiencies.

- **Learning Center** offers a diverse range of articles on topics, ranging from information technology to risk management to legal issues. With more than 50 articles in this section, users have various sources to obtain a surplus of information.

### Your hotline to immediate assistance

The eRisk Hub Incident Help Hotline provides immediate triage assistance in the event of a breach. A skilled security professional from Dixon Hill will direct you on the next steps and provide you with general assistance and recommendations. Please note that your initial call to the Hotline is free of charge and includes up to one hour of telephone support.

The many facets surrounding cyber security can be overwhelming. Let eRisk Hub – provided as yet another *Zurich HelpPoint* to customers of the Zurich Security and Privacy Protection policy – be your support system.



### Zurich

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