

## CYBER INCIDENT REPORTING

**IMPORTANT: The first few minutes and hours after learning of a cyber incident are critical to a successful recovery. The following is intended to help you and your organization know how to identify and report a suspected or actual cyber security breach.**

**Immediately notify your [IT Resource Personnel](#).**

**During business hours, contact [Collin Liston, Associate Claims Counsel for CMG](#):**

**402-514-2405 (Office) 612-636-8655 (Cell)**

**After hours contact our cyber insurance experts at [Tokio Marine HCC](#):**

**1-888-627-8995 or [cpl.claims@tmhcc.com](mailto:cpl.claims@tmhcc.com) – Identify yourself as a Catholic Mutual Member**

**Additionally, the following steps can help to mitigate possible issues:**

<b>Cyber Event 5</b>	<b>Immediate Mitigation Steps</b>
Ransomware infection	<ul style="list-style-type: none"> <li>• Isolate infected computer from all networks (by unplugging network cable and/or turning off Wi-Fi)</li> <li>• Take picture of the ransomware message on screen (if possible)</li> <li>• Contact your IT department</li> <li>• Do not immediately rebuild your system (you might destroy important forensic evidence)</li> <li>• Contact CMG Claims</li> </ul>
Phishing email attack	<ul style="list-style-type: none"> <li>• Do not click on link or open any attachment from suspicious email</li> <li>• Call IT representative and forward email to IT for evaluation</li> <li>• Take picture/screen shot of email request/solicitation</li> <li>• Change your email password (strong and unique passphrase)</li> <li>• Contact CMG Claims</li> </ul>
Malware infection	<ul style="list-style-type: none"> <li>• Notify IT to have them evaluate and remove malware</li> <li>• Scan network for any other unauthorized files and user accounts</li> <li>• Install anti-virus software and keep updated</li> <li>• Contact CMG Claims</li> </ul>
Discovery of unauthorized files or	<ul style="list-style-type: none"> <li>• Close Remote Desktop Protocol (RDP) ports</li> <li>• Change passwords (strong and unique passphrase)</li> </ul>

user accounts on server or client	<ul style="list-style-type: none"><li>• Contact CMG Claims</li></ul>
Lost or stolen device	<ul style="list-style-type: none"><li>• Report lost/stolen device to IT immediately</li><li>• Secure all devices and removable media (passwords and encryption)</li></ul>
Mistaken wire transfer	<ul style="list-style-type: none"><li>• Call bank and report details</li><li>• Attempt to halt transfer</li><li>• Take picture/screen shot of email request of fund transfer</li><li>• Contact CMG Claims</li></ul>

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