



# First Response

**Response Advisor:**  
**CMS Cameron McKenna/  
 Norton Rose Fulbright**

**IT Specialist:**  
**KPMG**

## Key Terms and Conditions

- You will receive assistance for a period of 48/72 hours at AIG's Expense.
- Your policy retention does not apply to this service and can be used whenever you have an incident.
- This service is provided without prejudice to policy coverage.
- There is no onus of proof, you can use this service even if you suspect an incident.
- This service does not erode the policy limit

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

## First Response Service



Your call will be answered by an AIG call centre. Your call will be answered in English but a call-back service is available in local language.



The Response Advisor will contact you within 1 hour to take initial details of the incident and advise on next steps as well as assisting with the coordination of the response.



The Response Advisor will appoint an IT specialist to assist you in determining what has been affected and how it can be contained, repaired or restored.



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



If required, the 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.