DUAL Australia has partnered with leading cyber, privacy and digital risk firm, Atmos, to manage all cyber incidents from initial notification through to resolution.

If you experience a cyber incident, call the 24/7 hotline on +61 1800 333 825 or email dualresponse@atmosgroup.com.au and a member of the Atmos team will be in touch as soon as possible.

DUAL

10 tips to help prevent a cyber attack

1. Backup data

Backup your data frequently and ensure that your backups are stored separately to your IT network. Test regularly.

2. Staff training

Ensure all staff have regular cybersecurity training and can spot social engineering risks.

3. Ensure you have an Endpoint Detection and Response (EDR) installed – the 'new anti-virus'

EDR provides advanced anti-virus and anti-malware protection for your IT network.

4. Ransom should be a last resort

For organisations that maintain adequate backups, they do not need to pay a ransom to restore compromised data. While the payment of a ransom in some circumstances might be warranted, it should never be your first choice in the wake of an incident

5. Mobile device encryption

Protect your data with encryption, including on mobiles and laptops. Ensure your IT team can remotely wipe devices if they are lost.

6. Storage of sensitive information

If you need to collect credit card information or ID for proof of identity procedures, ensure you delete any copies once verification is complete (unless you are required to keep a copy on file).

7. Multi-factor authentication and strong passwords

Ensure multi-factor authentication is enabled on all online accounts and use strong passwords. Preferably use a password manager to store these passwords.

8. Third party vendor management

Any request to modify supplier or customer details, including bank account information, must be independently verified using trusted contact details obtained from official sources (e.g. the company website or other verified channels).

9. Two person sign-off

Ensure that at least two members of staff authorise any transfer of funds, signing of cheques and the issuance of instructions for the disbursement of assets, funds or investments.

10. Incident response plan

Ensure that you have an incident response plan and that the DUAL hotline information is included, so you can get immediate assistance in the event of an incident.

This information is general in nature and does not take into account your individual objectives, financial situation, or needs. Cover is subject to the applicable policy terms, conditions, exclusions, and eligibility criteria. DUAL acts on behalf of Certain Underwriters at Lloyd's of London. Before making a decision, please read the relevant Policy Wording, available at www.dualinsurance.com

Sydney | Melbourne | Perth | Brisbane
1300 769 772 dualinsurance.com

Atmos