



# Cyber breach response claims process



When you buy a DUAL Cyber policy, what you're really investing in is a recovery plan with direct access to a hotline, 24 hours a day, 7 days a week, should you suffer a notifiable incident.

In addition, each policy provides access to the Atmos First Response team who will coordinate and manage DUAL's approved third-party specialists following an incident, to attempt to recover, rectify and reverse any loss suffered in the event of a covered claim.

## Dedicated response team

DUAL Australia has partnered with Atmos to manage all cyber incidents, from initial notification through to resolution. First response managers play a key role in triaging new incidents, coordinating assistance for the insured from our panel of expert service providers, and project managing these vendors through the remediation process.

Atmos is a leading legal and advisory firm dedicated to providing cyber, privacy, and digital risk services.

## Cyber incident hotline

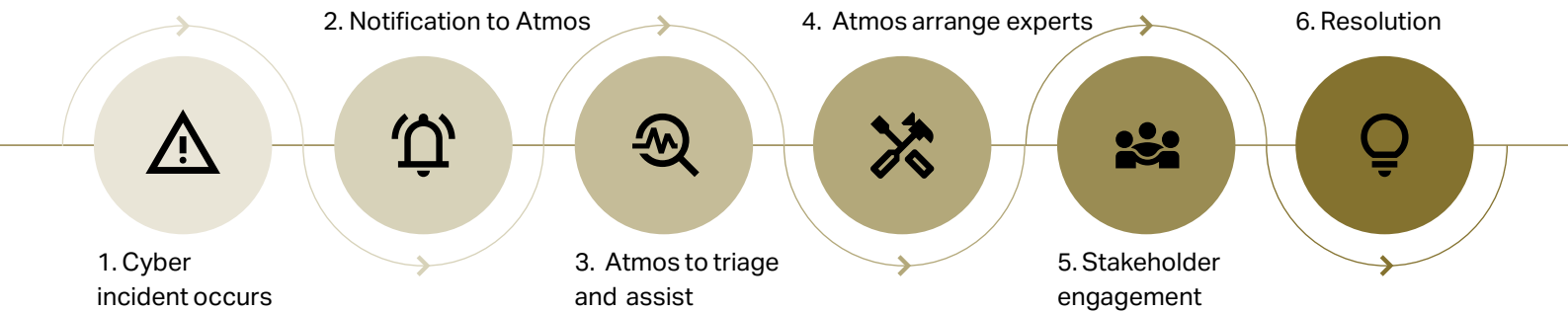
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In the event of a claim or loss, contact Atmos:

Phone: +61 1800 333 825 or Email: [dualresponse@atmosgroup.com.au](mailto:dualresponse@atmosgroup.com.au)

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Additionally, Atmos have partnered with a panel of expert service providers including:



IT  
forensics



Ransomware  
negotiation



Legal  
assistance



Public  
relations



Identity  
protection

Furthermore, all DUAL insureds benefit from DUAL's Australian-based, in-house claims support team, providing efficient and reliable claims service.

## Helping you do more

Sydney | Melbourne | Perth | Brisbane

1300 769 772

[dualinsurance.com](https://dualinsurance.com)

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