

RESPONSIVENESS IN ACTION

I'm here to support and guide our clients through a cyber breach—clients know they can call me anytime. My goal is to get them back in business, fast. —Carolyn Kang, *Cyber Claims Practice Specialist, Chicago, IL*



Even with the most advanced security measures in place, breaches can still happen, regardless of the size of your business. And when they do, “being responsive and proactive with a sense of urgency can make a big difference in the outcome,” says Carolyn Kang, Cyber Practice Specialist at Allianz.

We have a best-in-class claims process that includes having expert teams in place so that we can respond to a claim faster and more efficiently, getting our clients back in business sooner. Along with providing a dedicated 800 number that offers the client a choice of one of our specialized breach response firms, Carolyn and the team of AGCS panel vendors are on call 24/7 during the claims process, to help investigate, respond, conduct forensic analysis, determine disclosure obligations, and offer credit monitoring services if personally identifiable information is accessed by an intruder.

A recent claim involved a mid-sized franchisee company. They discovered that a third party intruder accessed their

payroll system, gaining access to almost 9,000 records. Within minutes of being notified, Carolyn was working directly with the client and the breach response firm to immediately triage the situation. Working to coordinate vendors, supervise the process, and minimize business disruption, Carolyn keeps the client well informed about the claims process while also ensuring the fastest possible resolution of the situation. “During a cyber incident, I am in contact with our clients on an almost daily basis. In this particular situation, we were able to fully resolve the data breach in a short amount of time with minimal impact on the business.”

“Our clients appreciate the fast response and support Allianz provides after a cyber incident, since it has the potential to snowball into a bigger issue if not addressed quickly. For example, companies can be assessed fines by state regulatory agencies if they do not notify impacted individuals in a timely manner,” explains Carolyn.

“A cyber breach is a stressful time for a client, as most of them have never been through this experience. I am there to guide them through our claims process and ensure they are immediately connected with our team of experts.”

