



How to report a claim

When you suspects a data breach, has lost or stolen data or property, or has questions about breach protection contact CyberScout Claims

CyberScout Claims focuses exclusively on managing cyber and privacy breach claims. You can rely on CyberScout Claims to manage cyber liability claims and you will appreciate:

- **Superior experience**
- **Personalized handling** backed by highly trained claims professionals

At the first sign of a breach or if you have a breach-related concern, immediately contact American Family's dedicated phone number for CyberScout Claims at **1.844.726.6861**.

CyberScout Claims, administered by CyberScout will verify a policy is in force and connect with American Family Insurance. A CyberScout Claims examiner would then contact the policyholder within 24 hours to open the investigation.

Once CyberScout Claims determines a breach is involved, a CyberScout breach advisor will call back within 24 hours to provide breach remediation assistance with:

- Crisis management, including answering security questions
- Breach notification writing
- Documentation during remediation process
- Industry best practices for handling a breach

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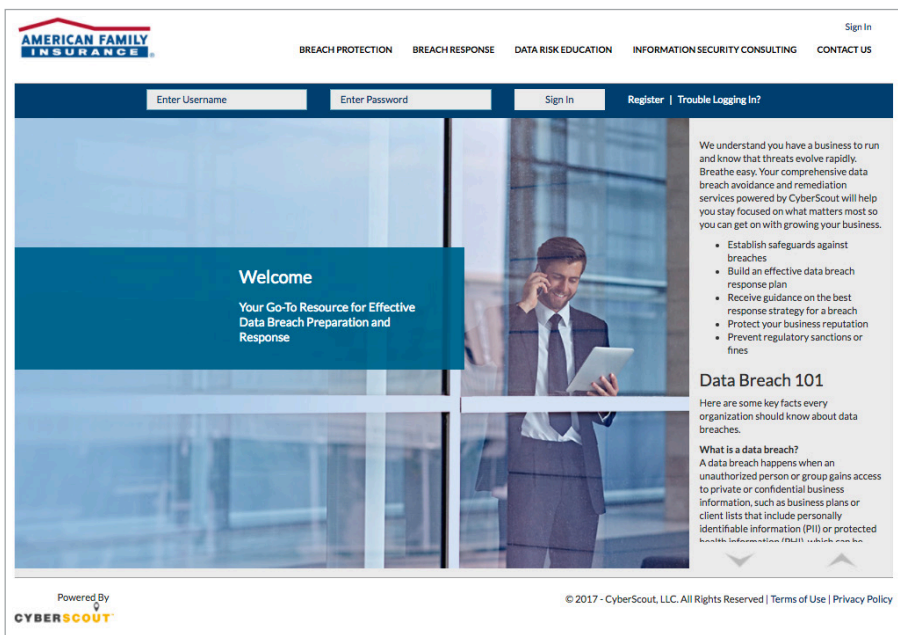
**CYBERSCOUT**
WE'LL TAKE IT FROM HERE™



Your company can't hide from the data breach epidemic. So you must prepare.

CyberScout's breach response website makes it easier.

As part of DataRiskStages you have access to a secure breach response site, powered by CyberScout.



RISK & IMPACT

Fast facts about cyber attacks and data breaches

36.6 million records breached in 2016¹

25% of data breaches due to human error among employees or contractors²

43% of cyber attacks worldwide at companies with fewer than 250 workers³

60% of small businesses close down within six months after a cyberattack⁴

¹ 2016 Cost of Data Breach Study: Global Analysis, Ponemon Institute, June 2016.

² 2015 Cost of a Data Breach Study: Global Analysis, Ponemon Institute, 2015.

³ The Evolution of Ransomware, Symantec, 2016

⁴ U.S. National Cyber Security Alliance, 2016

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CyberScout's breach response website

Your go-to resource for breach prevention and crisis resolution support. Take advantage of it today.

Effectively securing customers' and employees' personal information can be like a game of whack-a-mole. You take a precaution here, but a new threat pops up over there. Fortunately, the breach response site can help you stay ahead of the threats and control the risks. The site offers useful tools and resources to help reveal areas of concern and identify relevant best practices to ensure you and your customers are well-informed on avoiding a potential data breach incident.

Moreover, in the unfortunate event of a breach, CyberScout has a single point of contact to help you coordinate all response efforts, ensuring continuity of service.

USING THE SITE IS EASY

Simply log into the site — www.amfam.breachresponse.com — with the following global user name and password:

- Username: Amfam1
- Password: Amfam123

After inputting the credentials, you will automatically be taken through a quick personal account setup. Once on the site, you'll gain access to valuable resources designed to help you and your customers with the risks and repercussions of a data breach incident, such as:

Protection

Get prepared for a data breach by understanding your compliance requirements, evaluating your risks and planning accordingly.

- Use risk exposure calculators to quickly identify key vulnerabilities.
 - Data RiskCompass™
 - Vendor RiskCompass™
 - Breach Expense RiskCompass™
- Create an incident response plan.

Response

Get to the bottom of a suspected or known data breach situation by relying on data breach response experts who can help you:

- Understand the potential consequences
- Respond appropriately from strategic and compliance standpoints
- Provide public relations support

Education

Learn about the ins and outs of data breach protections with:

- News alerts
- Featured articles
- Tips and best practices

Awareness and planning are essential for reducing the risks and costs of a data breach.

Arm yourself with the educational materials and easy-to-use calculators found on the site to keep your business safer and respond faster to incidents.

Log in today to start defending you and your customers against inadvertent data exposure, theft or loss, should one occur.

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