



## First response Cyber

In case of an incident, call:

**787 625 6270**

### Key terms and conditions

- You will receive support for a period of 72 hours from AIG.
- No deductible applies to this service, and you can use it every time an incident happens.
- The policy's coverage is not affected by providing the service.
- No incident proof is necessary to request assistance. Suspicion alone is enough to qualify.
- This service does not affect the insured limit of the policy.

You will be provided with follow-up reports detailing the support received and steps to take.

\* If you choose to work with alternative suppliers outside of the First Response service, you must have prior approval from AIG's Claims team. In that case, the costs will be subject to deductible and will erode the policy limit.

## First Response Service



Your call will be handled by an AIG Call Center. Attention by our agents is available in Spanish, English or Portuguese.



The Response Advisor will contact you within an hour to gather the initial details of the incident and give you advice on the next steps, as well as help you coordinate the response.



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



You will receive initial legal advice to guide you on the notification requirements for regulatory authorities and affected persons.



In case you need it, the Response Advisor can assign you a Public Relations Advisor to help prevent reputational damage and a Cyber Extortion Advisor to assist you in defending yourself against an extortion or ransomware incident.

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