

CYBER INCIDENT REPORTING

IMPORTANT: The first few minutes and hours after learning of a cyber incident are critical to a successful recovery. The following is intended to help you and your organization know how to identify and report a suspected or actual cyber security breach.

Immediately notify your [IT Resource Personnel](#).

During business hours, contact [Collin Liston, Associate Claims Counsel for CMG](#):

402-514-2405 (Office) 612-636-8655 (Cell)

After hours contact our cyber insurance experts at [Tokio Marine HCC](#):

1-888-627-8995 or cpl.claims@tmhcc.com – Identify yourself as a Catholic Mutual Member

Additionally, the following steps can help to mitigate possible issues:

Cyber Event 5	Immediate Mitigation Steps
Ransomware infection	<ul style="list-style-type: none"> • Isolate infected computer from all networks (by unplugging network cable and/or turning off Wi-Fi) • Take picture of the ransomware message on screen (if possible) • Contact your IT department • Do not immediately rebuild your system (you might destroy important forensic evidence) • Contact CMG Claims
Phishing email attack	<ul style="list-style-type: none"> • Do not click on link or open any attachment from suspicious email • Call IT representative and forward email to IT for evaluation • Take picture/screen shot of email request/solicitation • Change your email password (strong and unique passphrase) • Contact CMG Claims
Malware infection	<ul style="list-style-type: none"> • Notify IT to have them evaluate and remove malware • Scan network for any other unauthorized files and user accounts • Install anti-virus software and keep updated • Contact CMG Claims
Discovery of unauthorized files or	<ul style="list-style-type: none"> • Close Remote Desktop Protocol (RDP) ports • Change passwords (strong and unique passphrase)

user accounts on server or client	<ul style="list-style-type: none">• Contact CMG Claims
Lost or stolen device	<ul style="list-style-type: none">• Report lost/stolen device to IT immediately• Secure all devices and removable media (passwords and encryption)
Mistaken wire transfer	<ul style="list-style-type: none">• Call bank and report details• Attempt to halt transfer• Take picture/screen shot of email request of fund transfer• Contact CMG Claims

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