PACE
RESOURCES

Cyber attack? Data breach?
NOW WHAT?

If you think your organization may be the victim of a data breach or cyber attack, immediately take the following steps:

1. Shut down all servers, desktop computers, and anything else that is connected to your network or the internet. Locate and start testing backups using an unaffected offline computer.

2. Identify and document exactly what information was or could have been compromised.

3. Call PACE Claims, select the option for "liability" from the automated menu and explain that you are reporting a cyber event. After normal business hours, select the emergency option and follow the prompts to leave a message.

4. Allow PACE's experts to guide you through the recovery and notification process.

5. Do not start any notification process (including employees, the press, etc.) without first obtaining the legal advice provided via PACE Claims.

6. Do not hire or contract with any vendor without first consulting with PACE.

Examples of cyber attacks include, but are not limited to:
- Any attack that obtains access to employee records.
- Any attack that locks up your server, computer or smartphone.
- The theft or misplacement of a computer that has personal information.

CLAIMS OFFICE
503-670-7066

TOLL-FREE
800-305-1736