



IN THE EVENT OF A CYBER LOSS:

1. Follow your organization's procedures for reporting and responding to an incident.
2. Alert authorities as appropriate.
3. Follow the attached Coalition Claims Reporting Roadmap –

Call the Coalition Breach Hotline

833-866-1337

Policy Information

Policy Term: July 1, 2025 - July 1, 2026
Policy number: C-4LQ4-231954-CYBER-2025
Named Insured: Association of California Water Agencies Joint Powers Insurance Authority and its Members Scheduled List

4. Notify the following via email to all:

Coalition: claims@coalitioninc.com

AON Brokers: judy.wang@aon.com;
alex.tokar@aon.com

ACWA JPIA: hsargent@acwajpia.com
claims@acwajpia.com

Upon written notice of a claim or incident, Members may seek approval to engage the Coalition Panel Providers on page 3. Providers include pre-approved expert attorneys and forensics firms.

Claims Reporting Roadmap

Coalition

You are here: Your firm has suffered a security incident. The clock is now ticking. It's time to do right by your customers, employees, shareholders and others. A quick, effective response will help you to avoid lawsuits and regulatory inquiries.



Immediately gather your internal team and review your incident response plan.



Call the Coalition Breach Hotline at 833-866-1337; then contact the pre-approved expert privacy attorneys to determine legal applicability of actions, to respond to reporting requirements, and to maintain privilege. These lines are monitored seven (7) days a week. Leave a voicemail message. Contact your Aon broker to provide formal notice to Coalition.

A Coalition Claims Specialist will assist with identifying the resources needed to respond to the event and will provide consent as required.



Debrief with Coalition Cyber Claims. Some important things to cover:

- When and how discovered
- Type of event
- Who attacked
- Extent of attack
- Impact on business
- Type of data at risk
- # and location of people potentially impacted
- Ransom demand and threat actor



Consult with your expert privacy attorney on the current situation and begin to determine what next steps are necessary.



- 1 Engage a pre-approved computer forensics firm to determine existence, cause and scope of the breach.
- 2 Engage ransomware response vendor if necessary.
- 3 Determine if a public relations or crisis communication firm is required.
- 4 Consult with experts to determine if notifications are necessary. If so, decide who needs to be notified and utilize a pre-approved vendor.
- 5 After assessing the notification requirements, determine if a call center is required and contact a pre-approved vendor.
- 6 Decide if credit or identity monitoring is necessary. If so, contact the proper credit and identity monitoring firm.
- 7 Consider engaging forensic accountant; set up method to track and document cyber-related expenses.

Execute your Response Plan.

Please note that the above flowchart is intended to serve as a high-level guide throughout the claims management process. Please refer to your policy(ies) for more affirmative guidelines regarding claims reporting and the applicability of coverage for said incident. By no means does the above flowchart represent or guarantee the applicability of coverage for each event; coverage determinations are subject to the policy terms and conditions.

Pre-Approved Vendors & Resources

Coalition

Forensics/Incident Response

| | |
|-----------------------------|-------------------|
| Coalition Incident Response | Crowdstrike |
| Arete | Irongate Security |
| Charles River Associates | Stroz Friedberg |

Breach and Privacy Counsel, Breach Litigation and Regulatory Counsel

| | |
|-------------------------------------|------------------|
| Cipriani & Werner | Mullen Coughlin |
| Constangy, Brooks, Smith & Prophete | McDonald Hopkins |

Notification

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|----------|-------------------|
| Epiq | IDX |
| Experian | TransUnion/Sontiq |

PR & Crisis Management

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|------------------|
| Infinite Global |
| APCO Worldwide |
| FleishmanHillard |

Complimentary Services

Ransomware Event Tabletop Workshop*: Join Coalition's expert panel of legal and privacy attorneys in a collaborative ransomware scenario exercise tailored for your organization. During this one-hour guided virtual seminar, Coalition's team will walk your key stakeholders through a hypothetical ransomware scenario with the goal of testing and improving your cyber incident preparedness.

*Targeted for clients with 100K premium spent/considerations outside of premium threshold

Coalition Control: Online account dashboard; scan your organization's domains and actively searches for vulnerabilities.

Coalition panel vendor list as of April 9, 2025. For the most up to date list of providers and contact information, please click [Here](#)