CYBER INCIDENT REPORTING

IMPORTANT: Actions taken in the first few minutes and hours after learning of a cyber-incident are critical to a successful recovery. The following steps will help you and your organization know how to identify and report a suspected or actual cyber security breach. Give a copy of this document to your IT technician or consultant.

The following contacts should be made in quick succession:

- **Immediately** notify your local IT technician at: _____
- **During business hours**, contact the Catholic Mutual service office at: **262-255-6906**
- **After hours**, contact the cyber insurance Hotline at NAS Insurance: **1-888-627-8995**
  Identify yourself as a Catholic Mutual Group member in the Archdiocese of Milwaukee

Additionally, the following steps can help mitigate possible issues:

Cyber Event	Immediate Mitigation Steps
Ransomware infection	• Isolate infected computer from all networks (by unplugging network cable and/or turning off Wi-Fi) • Take a 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 the CMG Service Office or after-hours Hotline number
Phishing email attack	• 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 the CMG Service Office or after-hours Hotline number
Malware infection	• 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 the CMG Service Office or after-hours Hotline number
Discovery of unauthorized files or user accounts on server or client	• Close Remote Desktop Protocol (RDP) ports • Change passwords (strong and unique passphrase) • Contact the CMG Service Office or after-hours Hotline number
Lost or stolen device	• Report lost/stolen device to IT immediately • Secure all devices and removable media (passwords and encryption)
Mistaken wire transfer	• Call bank and report details • Attempt to halt transfer • Take picture/screen shot of email request of fund transfer • Contact the CMG Service Office or after-hours Hotline number