pharmacists mutual

P. 800.247.5930 | **F.** 515.295.9306
pmuw.com

You've suffered a cyber loss. Now what?

If you suffer a security or data breach, the most important decision in the response process is prioritizing how to handle the incident. The response process requires a rapid assessment of the type of damage and potential impact of an incident to direct appropriate resources and remedial efforts to mitigate the harm.

Limit the Damage

Containment strategies vary based on the type of incident. In the event of a breach, an essential part of containment is decision-making. To make better decisions during an incident, organizations should define acceptable risks and develop predetermined strategies and procedures for containing incidents. These may include:

- Isolating affected systems from the network
- Disconnecting affected systems from a network
- Disabling certain functions
- Re-routing network traffic
- Filtering or blocking a distributed denial-of-service attack
- Isolating all or parts of the compromised network

Preserve the Evidence

Preservation of the computer system and thorough documentation are critical to resolving an incident and may also be necessary for investigations and potential legal proceedings.

- Take a screenshot of any ransom demand or evidence of malware
- Do not wipe the affected system or delete any files

Help Reduce Your Cyber Risk

To learn how to avoid a cyber loss, email the Pharmacists Mutual Risk Management Department at **riskmanagement@pmuw.com**. If you experience a cyber incident that may result in a claim, report it to Pharmacists Mutual as soon as possible.

Pharmacists Mutual 24/7 Claims Reporting

- **800.247.5930**
- **insured.pmuw.com**

Get Help from the Experts

Pharmacists Mutual utilizes Tokio Marine HCC (TMHCC) – Cyber & Professional Lines Group and vendors for cyber claim handling. After you file a claim with us, you should expect a call or communication from TMHCC to discuss your claim in further detail. TMHCC may recommend vendors to secure remediation services such as:

- Breach Counsel
- Legal advisors
- IT forensics
- Customer notification
- PR/Communications firm

***For Emergency or After-Hours Support: TMHCC's 24/7/365 Hotline: 888.627.8995**

*If Cyber Insurance Coverage is not part of your policy, you may be responsible for charges related to services rendered. See policy for full description of coverages.

©2026 Pharmacists Mutual Insurance Group. All rights reserved.
Products or services are written by subsidiary affiliates of Pharmacists Mutual Insurance Group. All coverages may not be available in all states and territories.