

Post-Incident Partners and Vendors

Breach and Privacy Counsel

Legal counsel specializing in data breaches and privacy events — especially important if customer information was accessed and various provincial or territorial laws were triggered, requiring customer notification — can help in interpreting various provincial or territorial regulations and responsibilities under the law (if any) and can assist in crafting a customer notice letter. They can also assist in coordinating other subject matter experts needed to respond to a privacy or data breach incident.

Blakes

Sunny Handa
Phone: 1 (514) 982-4008
sunny.handa@blakes.com

BLG

Eloise Gratton (Quebec)
Phone: 1 (514) 954-3106
egratton@blg.com
Dan Michaluk
Phone: 1 (416) 367-6097
dmichaluk@blg.com

Clyde & Co

24/7 Cyber Response Line Across Canada
Phone: 1 (514) 907-7444
CyberResponseGlobal@Clydeco.com

Norton Rose Fulbright

Imran Ahmad
Phone: 1 (416) 202-6708
1 (514) 847-4622
Imran.ahmad@nortonrosefulbright.com

Forensics and Investigations

Third-party experts who assist with investigation and remediation, including determining the facts around the data breach incident and understanding the extent of the event.

Arete

Emergency Hotline: 1 (866) 210-0955
arete911@AreteIR.com

CRA International Limited

Aniket Bhardwaj
Phone: 1 (416) 323-5574
abhardwaj@crai.com

CrowdStrike

Emergency Hotline: 1 (855) 276-9347
services@crowdstrike.com

CyberClan

Emergency Hotline: 1 (800) 762-3290
response@cyberclan.com

Deloitte

Robert Masse
Phone: 1 (514) 393-7003
rmasse@deloitte.ca

KROLL

Joel Bowers
joel.bowers@kroll.com

Mandiant

24/7 Toll-Free Number: 1 (866) 962-6342
investigations@mandiant.com

Stroz Friedberg

Jeffrey Jansen
Phone: 1 (215) 255-1764
jeff.jansen@strozfriedberg.com
incidentresponse@strozfriedberg.com

Notification and Monitoring

Many organizations that have suffered a data breach or privacy incident use outside vendors that specialize in notification services, call center operations and that offer customers credit monitoring and identity theft services.

TransUnion

Timothy Walsh

Phone: 1 (905) 340-1409

timothy.walsh@transunion.com

Crisis Communications

Skilled public relations specialists help develop and manage communications about any breach.

National Public Relations

Karen White

Phone: 1 (902) 223-2782

Cyber@National.ca

If you are a CyberEdge policyholder and suspect a cyber attack has occurred or is in progress, call our 24/7 CyberEdge Claims Hotline at 1-800-CYBR-345 (1-800-292-7345) immediately. Once a call is made, the CyberEdge Claims Team will coordinate with you to implement your response plan, engage any necessary vendors including breach counsel and forensics firms to identify immediate threats, and start the restoration and recovery process.

Contacting a CyberEdge partner or vendor prior to reporting the claim or event to AIG does not constitute formal notice of a claim. Services performed by any vendor prior to providing notice to AIG may not be covered under your policy.

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