

Reporting a Data Breach

If there is a breach of sensitive information, don't panic. You will be guided through the process by a claims staff member, who will be assigned to you throughout the entire process.

If you need to report a suspected breach, contact Catholic Mutual Group by phone at 1-800-228-6108 ext. 2444 or email at reportclaim@catholicmutual.org. If you call after hours or on the weekend, there will be an automated message that indicates the contact information for the claim representative who is on-call.

Catholic Mutual will report the claim to NAS who will work directly with your designated contact person. The NAS Claims Department works with experienced counsel and vendors and will guide you through the following:

Step 1. Exposure Analysis

(Required responses vary depending upon jurisdiction and circumstances)

Competent counsel advises based on circumstances and territory. NAS will connect you to a breach response attorney to investigate your exposure according to state specific laws and regulations. Where appropriate, forensic services may be performed to detect the source of the breach and law enforcement and fraud experts may be engaged, depending on the scope.

Step 2. Notification

A notification letter, according to state specific laws and regulations, is sent. A 1-800 number may be established for all incoming call handling and a website for you to gather information and enroll for protection. NAS and counsel will work with you to decide on the appropriate actions to take.

Step 3. Protection

Up to one year free credit monitoring service may be provided by one of the top three credit bureaus.

Step 4. Recovery

Outside vendor services are available to recover lost data. In addition, fully managed entity restoration services are available. NAS will manage the claim and remain in close contact to make sure the breach is handled efficiently and effectively.

NOTE: Failure to report a breach immediately may impact your rights to coverage.

Important Information re: Legal Counsel: The insurance company will assign legal counsel to assist the insured (A) in the event of a covered claim, or (B) otherwise, if it determines that assigning legal counsel is appropriate. If you retain your own legal counsel without the consent and approval of the insurance company, your company (the insured) will be solely responsible for the legal fees and other costs associated with such engagement.