

FAST. FAST ACTION STOPS THEFT

RESPONSE PLAN DOCUMENTATION

Investors Title
INNOVATIVE BY INSTINCT

STEP #1 – DO NOT PANIC

STEP #2 – Alert Internal Cyber Crime Response Team

Name	Phone	Email	Name	Phone	Email
<input type="checkbox"/> _____	_____	_____	<input type="checkbox"/> _____	_____	_____
<input type="checkbox"/> _____	_____	_____	<input type="checkbox"/> _____	_____	_____
<input type="checkbox"/> _____	_____	_____	<input type="checkbox"/> _____	_____	_____

Date: _____ Time: _____

STEP #3 – Contact Bank(s)

Bank	Contact Name	Phone	Email	Last 4 of Account #	Date Contacted
<input type="checkbox"/> _____	_____	_____	_____	_____	_____
<input type="checkbox"/> _____	_____	_____	_____	_____	_____
<input type="checkbox"/> _____	_____	_____	_____	_____	_____
<input type="checkbox"/> _____	_____	_____	_____	_____	_____

CONTACT ALL OF YOUR BANKS – NOT ONLY FOR FINANCIAL LOSSES!
You do not yet know how invasive the breach/loss may be.

Date: _____ Time: _____

STEP #4 – File Report with FBI – Internet Crime Complaint Center – www.IC3.gov

- Complete Response Plan Document on reverse side prior to filing report
- Print and keep copy of complaint filed

Date: _____ Time: _____

STEP #5 – Secure Your Office and Your Network

- Secure the physical premises; secure digital devices; preserve evidence; stop additional loss
- Take affected machines offline (but DO NOT TURN OFF) until forensics / IT has completed their investigation

STEP #6 – Document Specifics of Breach/Loss

- See reverse side
- Include ITIC W.I.R.E. Checklist, if a fraud involves a wire

STEP #7 – Contact Cyber-Fraud Insurance Carrier(s) *See Reverse Side*

Cyber Fraud Insurance Co.	Contact Name	Phone	Email	Policy #	Date Contacted
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____

STEP #8 – Notify Remaining Law Enforcement Authorities & Related Parties

Who	Contact Name	Phone	Email	Contacted	Date Contacted
Local Police	_____	_____	_____	_____	_____
Local Sheriff	_____	_____	_____	_____	_____
State Bureau of Inv.	_____	_____	_____	_____	_____
State Bar	_____	_____	_____	_____	_____
E & O Insurance Co.	_____	_____	_____	_____	_____
Title Insurance Co.	_____	_____	_____	_____	_____
Private Counsel	_____	_____	_____	_____	_____

STEP #9 – Review and Update Your Response Plan

1. Specifics of Breach or Loss

- A. Date and Time breach or loss occurred _____
- B. Who discovered breach or loss? _____
- C. How was breach or loss discovered? _____
- D. What type of breach or loss occurred? _____
- E. What was stolen, corrupted or lost? _____
- F. Known amount of breach/loss? _____
- G. What systems are affected? _____
- H. What devices are affected and/or missing (if any)? _____
- I. What party(ies) were involved? _____
- J. Type of transaction (Purchase / Refinance) if applicable? _____
- K. Interview those involved and document their comments? _____
- L. Document every step you take.
Do NOT just document what steps you took, but why you took them (e.g., "At direction of FBI, Bank, Insurance Carrier, etc.")

2. IC3.gov Report Information

- A. Victim Information
 - 1) Victim's Name _____
 - 2) Address _____
 - 3) Telephone _____ Email _____
- B. Financial transaction information (If applicable)
 - 1) Account Information for Account Affected _____
 - 2) Transaction Date _____ Amount _____
 - 3) Who Received the Money?
 - a. Recipients name _____
 - b. Address _____
 - c. Telephone _____ Email _____
 - d. Website _____ IP address _____
- C. Specific details on how you were victimized _____
- D. Email header(s) _____
- E. Any other relevant information you believe is necessary to support your complaint