

# FAST. FAST ACTION STOPS THEFT

## RESPONSE PLAN DOCUMENTATION

Investors Title  
INNOVATIVE BY INSTINCT

### STEP #1 – DO NOT PANIC

### STEP #2 – Alert Internal Cyber-Fraud 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) (Include Central Fraud Departments and Your Local Branch)

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