FAST ACTION STOPS THEFT
RESPONSE PLAN DOCUMENTATION

STEP #1 – DO NOT PANIC

STEP #2 – Alert Internal Cyber-Fraud Response Team

Name | Phone | Email | Name | Phone | Email
--- | --- | --- | --- | --- | ---
| | | | | | 
| | | | | | 
| | | | | | 
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
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CONTACT ALL OF YOUR BANKS – NOT ONLY FOR FINANCIAL LOSSES!
You do not yet know how invasive the breach/loss may be.
Date: _______ Time: _______


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

Who | Contact Name | Phone | Email | Contacted | Date Contacted
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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

800.326.4842 | invtitle.com/wire
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