

# The Incident Response Process



OneInfinity has partnered with Blackpanda, Asia's leading local cyber incident response firm, to provide timely and relevant support.

Report suspected cyber incident

Identify incident type

Contain incident and eradicate threat

4H

24H

48H



Blackpanda acknowledges and appoints incident managers

Analyse scope of incident

Blackpanda can assist in restoring business operations



## If you just experienced a cyber incident:

Please call +852 5803 6488 (HK) or +65 3158 8840 (SG) and email [notification@blackpanda.com](mailto:notification@blackpanda.com) (with cc to [cyber@oneinfinity.global](mailto:cyber@oneinfinity.global)) to contact the Incident Response Team from our partner Blackpanda—available 24/7, 365 days a year.

This hotline is for incident response only. The Blackpanda Incident Response Team will acknowledge the incident notification via email within 4 hours.

## When reporting a cyber incident, please provide the following information:

1. Company name and OneInfinity Cyber Insurance policy number
2. Nature and cause of the incident
3. Possible business impact from the incident
4. Overview of the measures that have already been implemented
5. Contact person information

24/7

365 days

