FLUXLABS

FILL-IN CARD · KEEP NEAR THE PHONE

# If we get hacked: who does what

Fill this in now, while things are calm. Keep a printed copy, because your computers may not work on the day you need it.

## First steps

1. **Don't turn computers off.**
   Unplug network cables and turn off Wi-Fi instead.
2. **Call your IT support.**
   Day or night. Their number is on the right.
3. **Call your cyber insurance**
   before you pay or hire anyone. Many policies require it.
4. **Don't pay or reply to the attackers.**
   Let your IT support and your insurer handle any contact.
5. **Talk by phone, not company email.**
   Email may be watched.
6. **Write down what you saw, with times.**
   Photos of screens help.

## Our contacts

IT support phone (after hours) _____

Decision maker _____

Their cell _____

Backup decision maker _____

Their cell _____

Cyber insurance company _____

Policy number _____

Claims phone _____

Bank fraud line _____

Attorney _____

Who talks to clients _____

Internet provider + account _____

## If money or personal data may be involved

- ☐ Call the bank's fraud line to stop or recall payments
- ☐ Ask your attorney about notice rules for client data
- ☐ Report it at ic3.gov (the FBI's internet crime center)
- ☐ Keep a log of every call and decision

Last reviewed (date and initials) _____