



# INCIDENT RESPONSE AGREEMENT



### ***What is it?***

An incident response agreement is an agreement with Guernsey to render emergency information security services when a possible data-breach, ransomware, cyber-attack, or virus outbreak has occurred and is hindering an organization from operating normally or has resulted in data loss. This agreement predefines the rules of engagement, such as vendor qualification, hourly rates, and other parameters.

### ***Why do you need it?***

The Guernsey team supports Emergency Response Plans by providing services that are required under regulatory or as a condition of your insurance coverage. We serve financial institutions, government entities, and other regulated organizations that are required to maintain Incident Response Plans. We maintain the resources you need to respond to an information security event.

### ***How do you activate it?***

Make Guernsey your one phone call in the event of an attack. We believe in developing an agreement that best meets your needs. This can be done through a retainer or hourly agreement.



***What do I get if you don't use it?***

If a retainer agreement is developed, Guernsey will work within that agreement to provide the services you need. We do not believe in providing alternative or filler services if the terms of the retainer are not being met. The agreement is visited on a quarterly basis and renegotiated as needed.

***How much is this going to cost if there is an Incident?***

Our pricing is based on hourly rates that are set by industry standards. We spell out expectations in the agreement regarding the level of effort required for each task. Our team of experts can walk with you through the cybersecurity insurance process if needed.



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