



**CYBER-HOTLINE**

Powered by:  Quantum  
Smart Claim Solutions

Empowering brokers at the  
centre of cyber incidents

From first call to claim resolution.

- Multi-channel
- SOC-governed
- Carrier-aware
- Broker Empowered



- The Broker's Reality
- The opportunity for Brokers
- Our Solution : Cyber-Hotline.com
  - Multi-channel
  - SOC-governed
  - Human-led
  - Technology Empowered
  - Carrier-aware
  - Broker Empowered



# The Broker Reality



**Brokers are already the first call in many cyber incidents !**



Incident



Broker



Insurers' response  
hotlines

## In real-life cyber events:

- Policyholders contact their broker first
- Brokers reassure clients and assess urgency
- Initial guidance is given before insurer notification
- Early decisions can shape the entire claim outcome

## This role is informal:

- SLAs are not formally tracked
- Critical information is lost during handover
- Brokers lose visibility once insurer response starts
- Clients experience fragmentation

➤ **Brokers already act as the first contact point, informally.**



# The Broker Reality

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## Cyber claims are not “hands-off”

### Clients now expect brokers to:



Be reachable immediately



Guide them through uncertainty



Stay involved beyond notification



Help coordinate complex response paths

### At the same time:



Insurers enforce strict FNOL workflows



Panel vendors take over execution

What starts with the broker often continues **without** the broker

Brokers are accountable, but **under-equipped.**



# The opportunity for brokers

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**From informal first contact to structured coordination and monetization.**

**Cyber-Hotline allows brokers to :**



**Offer 24/7/365 response capabilities**



**Ensure proper insurer's notification**



**Enhance client's experience**



**Generate leads for claim preparation and advisory services**



**Propose multiple and innovative notification channels**



**Recommend broker's preferred vendors**



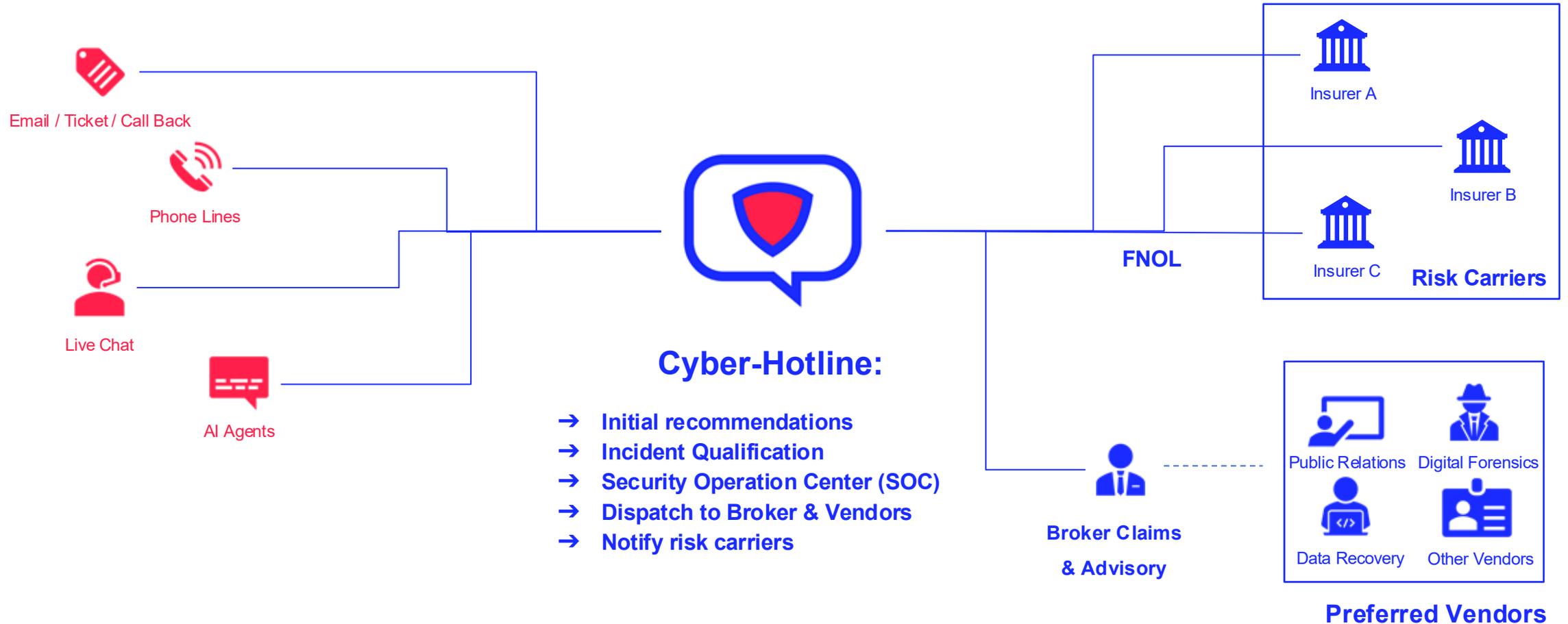
**Support clients from start to resolution**



**Maintain visibility throughout the claim**



# Our Solution: Cyber-Hotline.com



**Multi-Channel Notification**

**SOC Governance**

**FNOL Management & Vendors' orchestration**



# Our Solution: Cyber-Hotline.com

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= *The broker-grade cyber incident coordination layer*

## Cyber-Hotline enables brokers to:

- Formalise their role as first point of contact
- Offer clients a professional, multi-channel entry point
- **Apply carrier-specific escalation & notification workflows**
- Stay involved throughout the incident & claim lifecycle
- **Unlock advisory and service monetisation opportunities**

**Start first.**

**Stay involved.**

**Add value.**

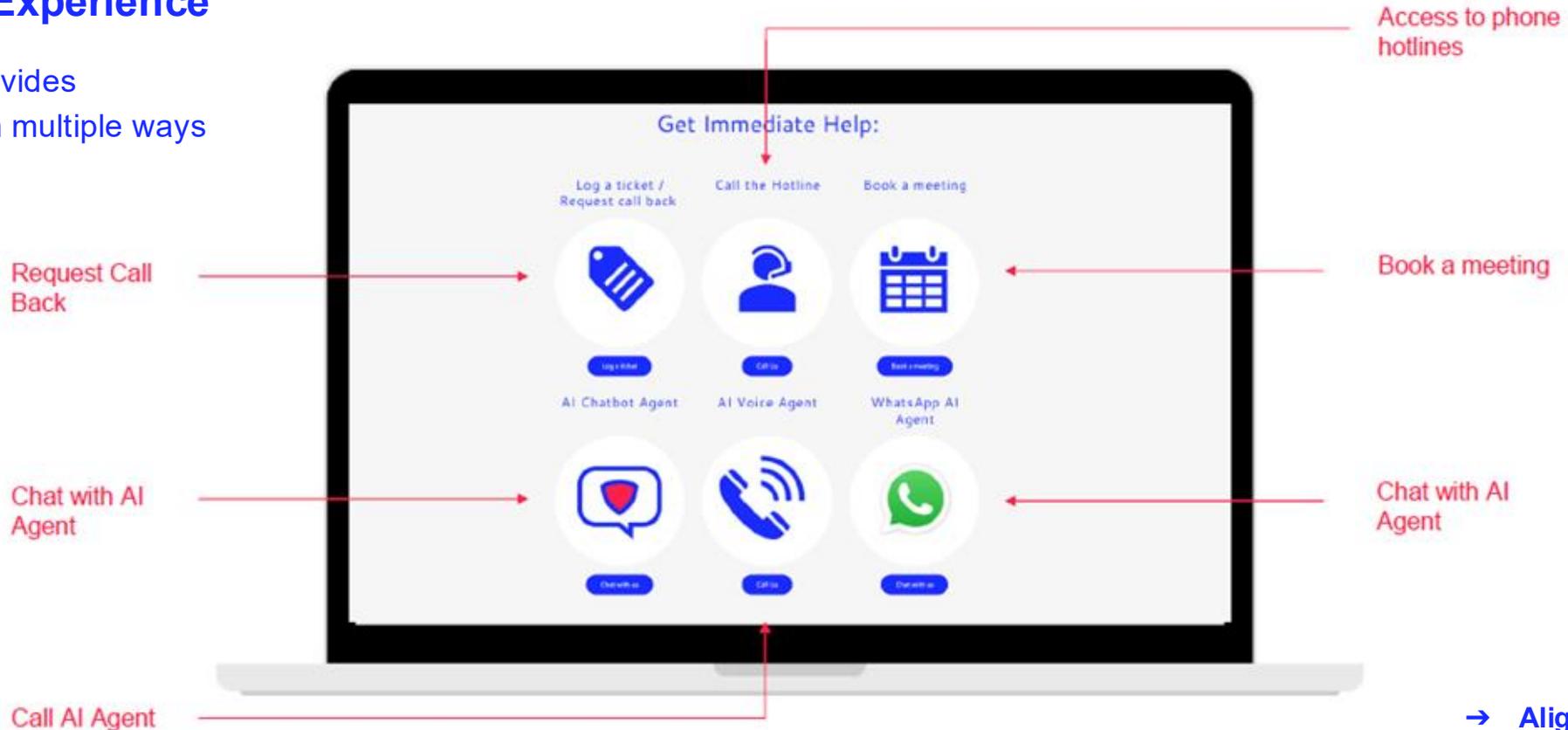


# Our Solution: Cyber-Hotline.com



## A Multi-Channel Notification Experience

Cyber-Hotline provides policyholders with multiple ways to reach support



- Align with modern digital habits
- Support evolving user preferences
- Enable tech-driven interactions

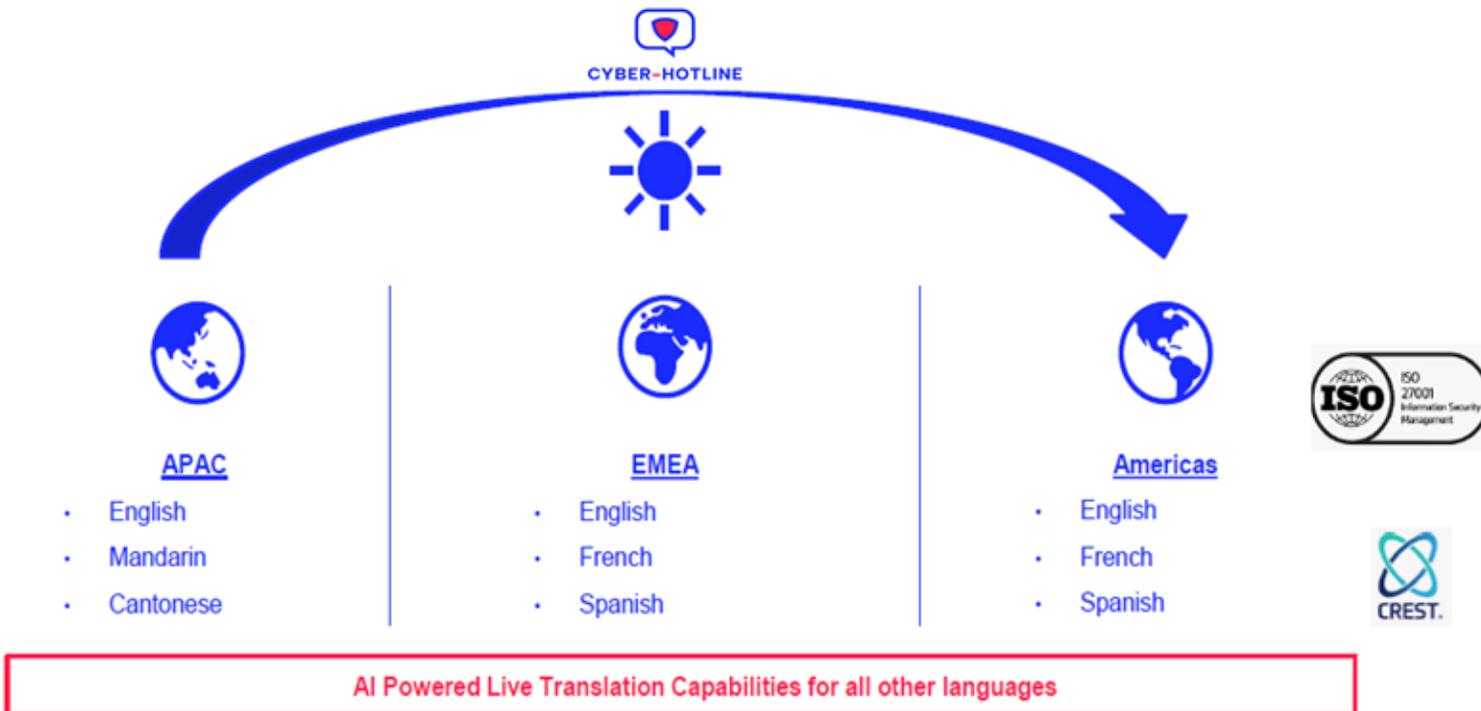


# Our Solution: Cyber-Hotline.com



## One SOC. One Operating Model.

Whatever the channel used, **the same governance apply.**



## Cyber-Hotline SOC:

- Logs every notification
- Qualifies incidents consistently
- Monitors response end-to-end
- Notifies insurers
- Escalates to the right broker or partner
- Acts as a second line of defence

**Channels vary, Governance does not.**





## Carrier-aware notification & escalation

Respect insurer's rules without losing Broker's visibility

Cyber-Hotline supports:

- Carrier-specific FNOL workflow
- Mandatory insurer panel escalation
- Different logic per policy and carrier

At the same time, Brokers gain:

- Real-time visibility
- Structured involvement
- Predictable handover
- Monetization opportunities



**Compliance  
preserved.**

**Broker relevance  
maintained**



# Our Solution: Cyber-Hotline.com



## Escalation & Coordination under your control

You Decide. We Execute.

Cyber-Hotline:

- Escalates incidents according to your rules
- Dispatch to your inhouse teams: claim, advisory, forensic accounting
- Complement insurer panels where allowed
- Maintain your own trusted vendor panel for risk & preparedness services or post-incident recovery.



**Cyber-Hotline becomes a service platform, not just a product.**





**Not a claims tool, a broker enablement platform**

## **Key Benefits:**

- Professionalise the broker's natural first-contact role
- Improve client experience during crises
- Increase influence during claims
- Create new monetisation opportunities
- Differentiate vs competing brokers
- Future-proof cyber advisory positioning

**Multi-channel / SOC-governed / Carrier-aware / Broker Empowered**





# CYBER-HOTLINE

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