

[Your Company Name]
[Your Address]
[City, State, Zip Code]
[Date]

[Recipient Name / Policyholder]
[Recipient Address]
[City, State, Zip Code]

Subject: Notification of Claim Investigation - Cyber Security Breach

Dear [Recipient Name],

This letter is to formally acknowledge receipt of your claim regarding the cyber security breach reported on [Date of Incident]. We have assigned Claim Reference Number: **[Claim Number]** to this matter.

We are currently initiating a formal investigation into the nature and scope of the breach to determine coverage under your policy. As part of this process, we require your cooperation in providing the following information and documentation:

- A detailed timeline of when the breach was discovered and the immediate actions taken.
- Forensic reports or internal IT audit logs related to the affected systems.
- Correspondence with any regulatory bodies or law enforcement agencies.
- A preliminary list of potentially compromised data or affected parties.

Our designated investigator, [Investigator Name], may contact you or your technical team shortly to schedule a primary interview or request remote access to relevant logs. Please ensure all evidence, including hardware and digital backups, is preserved in its current state.

Please be advised that this investigation is being conducted under a reservation of rights. This means that our participation in the investigation does not constitute an admission of liability or a guarantee of coverage for the loss.

Should you have any immediate questions, please contact us at [Phone Number] or [Email Address].

Sincerely,

[Your Name]
[Your Title]
[Company Name]