

Date: [Insert Date]

To: [Policyholder Name / Merchant Name]

Subject: Instructions for Filing Your E-Commerce Cyber Insurance Claim

Dear [Contact Name],

We have received notification of a potential cyber incident involving your e-commerce platform. To ensure your claim is processed efficiently, please follow the filing instructions outlined below:

1. Immediate Reporting

If you have not already done so, please contact our 24/7 Incident Response Hotline at [Phone Number] to speak with a technical forensics specialist.

2. Required Documentation

Please gather and submit the following documents to [Email Address]:

- A completed Cyber Claim Form (attached).
- Proof of loss or unauthorized transaction logs.
- Correspondence with affected customers or third-party vendors.
- Initial forensic reports or IT audit logs related to the breach.
- Invoices for emergency mitigation services already rendered.

3. Containment and Preservation

Do not delete any server logs or reformat hardware until instructed by the forensics team. Preservation of digital evidence is critical for claim validation.

4. Claim Reference Number

Please quote your reference number in all future communications: **[Claim Number]**.

5. Assigned Adjuster

An adjuster specializing in e-commerce liabilities has been assigned to your case:

Name: [Adjuster Name]

Contact: [Adjuster Email/Phone]

We understand the urgency of restoring your digital operations and will provide an update within [Number] business days of receiving your documentation.

Sincerely,

[Your Name/Company Name]

Cyber Claims Department