

[Insurance Company Name]
[Claims Department Address]
[City, State, Zip Code]
[Phone Number]
[Email Address]

[Date]

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

RE: Acknowledgment of Cyber Liability Insurance Claim

Claim Number: [Insert Claim Number]
Policy Number: [Insert Policy Number]
Date of Incident: [Insert Date of Loss/Incident]

Dear [Policyholder Name/Contact Person],

We are writing to formally acknowledge receipt of your cyber liability insurance claim reported on [Date Claim Reported] regarding [brief description of incident, e.g., data breach / ransomware attack].

Your claim has been assigned to a claims professional who will be your primary point of contact during this process:

Adjuster Name: [Name of Adjuster]
Direct Phone: [Adjuster Phone Number]
Email: [Adjuster Email Address]

Next Steps:

- Your adjuster will review the details of the incident and your policy coverage.
- We may request additional documentation, such as forensic reports, notification lists, or proof of expenses.
- If you have engaged third-party vendors (legal counsel, IT forensics, or PR firms), please provide their contact information immediately.

Please refer to your assigned claim number in all future correspondence. We are committed to processing your claim as efficiently as possible. If you have any immediate questions, please contact your adjuster directly.

Sincerely,

[Sender Name]

[Title]

[Insurance Company Name]