



CFPD Cyber Incident Response Guide

1. Immediate Action

- **Report the incident internally first:**
 - Contact **Lorna, Executive Director, at 204-872-0176** immediately.
- **Notify CFC right away** using one of these options:
 - **Email:** Send details to cyberclaims@cfc.com. Include:
 - Company name (Community Foundation of Portage and District Inc.)
 - Phone number (204-872-0176)
 - Policy number (ESO0040577727)
 - Brief description of the incident
 - **Phone:** Call **Canada local number: 1-800-607-1355**
 - **Online:** Submit a claim at www.cfc.com/claims

2. What Happens Next

- You'll be assigned an **experienced cyber claims specialist immediately**.
- The team will **triage the issue**, mitigate impact, and guide you through the entire lifecycle of the claim.
- Support is available **24/7, 365 days a year**.

3. Proactive Measures

- Stay alert for suspicious emails, phishing attempts, and unusual activity.
- Report anything questionable to Lorna and CFC immediately.