

How to Report a Claim

Step 1: Assess if email has been compromised and change password

If a lawyer/law firm thinks they may have suffered an email compromise (such as a client notifying you that your email is sending them spam, or phishing emails), before they do anything else, they should change their email password, and enable multi-factor authentication. If they are using a provider that doesn't have a multi-factor authentication option available, then it is highly recommended that they look at a new provider that does provide this option.

Step 2: Engage with your internal or external IT provider

(if you don't have an IT provider go to Step 3)

The lawyer/law firm should reach out to their IT provider and give them a summary of the situation. As they already know their systems, they should be the quickest to help you start evaluating the situation.

Step 3: Report the Cyber Attack

The Lawyer/law firm should notify the CLIA cyber insurance program via cyberclaims@clia.ca or 1-833-383-1488 you have a potential event unfolding, give a brief overview of the situation.

If they do not have an IT provider, the insurance programs breach coach will help you assess your next steps and recommend an IT provider.

If they have an IT provider specify in your report that they are looking at the issue. This will make sure that the insurance program is ready to assist should the need arise.

The breach coach will acknowledge the lawyer/law firm's email or call and be standing by for updates. If a breach is confirmed or likely to have occurred, then the lawyer/law firm should immediately update the CLIA cyber insurance program and seek their advice to determine the best option for deeper investigation and remediation. The insurance program has access to forensics and other IT professionals which can be brought in to assist who specialize in cyber breaches, as well as vet any offerings. If the event turns out to be nothing, they should simply let the program know that it was a false alarm.

If a law firm or lawyer's clients have notified you that they feel they have suffered damages as a result of a breach of your systems, then they should immediately report a claim to cyberclaims@clia.ca.