Who to call when something goes wrong

Fill this in now, print it, and keep it away from your computer. If your computer is locked by ransomware, you can't look anything up on it.

First, in this order: 1. Disconnect the device from the internet (turn off Wi-Fi or unplug the cable). 2. Don't wipe it, and don't pay anyone. 3. Write down what you saw and when. 4. Start calling.

Your numbers

Cyber insurance claims line
Call first if you have a policy. Many require you to use their approved responders.

IT or security help

Records system (EHR) support

Email provider support

Bank fraud line
Number on the back of your card. For wire fraud, call within hours.

Your lawyer

Professional liability carrier

Policy or account numbers

Where to report

- **FBI:** ic3.gov for scams, wire fraud and ransomware.
- **CISA:** cisa.gov/report for cyberattacks.
- **If client information may be exposed:** HIPAA requires you to notify affected clients without unreasonable delay, and no later than 60 days after you discover it, and to report to HHS. State laws may add more. Call your lawyer before you decide.

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