

360° Incident Response Services

AUSTRALIA

Delivering Comprehensive Expertise: *Cybersecurity, Data Privacy and Communications*

FTI Consulting is an independent global business advisory firm dedicated to helping organisations manage change, mitigate risk, and resolve disputes: financial, legal, operational, political & regulatory, reputational, and transactional. Individually, each practice is a leader in its specific field, staffed with experts recognised for the depth of their knowledge and a track record of solving seemingly insurmountable challenges.

Cyber attacks and data breaches are skyrocketing around the world, as are the financial implications of these incidents. According to IBM Security's Cost of a Data Breach 2023 Report, data breach costs rose to \$4.45 million USD, the highest average total cost in the history of the report. When personal or other sensitive data is compromised, the stakes are even higher. Around the world, data privacy regulations are ramping up in enforcement and global data protection laws have added millions to the cost of corporate compliance. Investigating these incidents is costly, complex, and can be highly disruptive to a business, and negative media coverage or stakeholder blowback can result in significant and long-term reputational damage.

Effective incident response is paramount in mitigating financial and reputational setbacks, avoiding legal and regulatory repercussions, and restoring trust. FTI Consulting experts understand the criticality of executing an immediate, decisive, and multi-disciplinary response to limit long-term damage. Our incident response capability seamlessly integrates across existing mission-critical functions and is backed by expertise in responding to all types of threats and risk factors.

Our 360 Incident Response offering includes a custom application of all fundamental incident preparedness and response components. Our client-centric approach maximises efficiency and effectiveness across every phase of the incident response lifecycle: Preparation, Detection & Analysis, Containment & Eradication, and Remediation.

— WHY FTI CONSULTING

We are a leading provider of independent cybersecurity, privacy, information governance, and risk management advisory services, coupled with a team of seasoned crisis communications professionals who specialise specifically in these issues. We work with your organisation to develop and implement processes and tools to effectively and holistically respond to a cyber incident or investigation.

Multidisciplinary Expertise

- Intelligence-led, expert-driven, strategic approach to cybersecurity and data privacy challenges
- Core team from intelligence agencies, law enforcement, and global private sector institutions
- Experts with an average of 20 years of experience advising or managing some of the most complex and high-profile data security and privacy incidents around the world

Globally Positioned

- Ability to respond anywhere in the world
- Ability to staff the largest and most complex engagements and investigations
- Relationships with the top global intelligence agencies, regulatory authorities, and private agencies

Integrated & Comprehensive

- Comprehensive services include crisis communications, e-discovery, forensic investigations, and more
- Seamless integration of FTI Consulting's expertise across service offerings



360 Incident Response

When it is time to activate the incident response team, speed is critical. Whether it's ransomware, business email compromise, a trusted insider, or foreign actor, we provide complete cyber incident response solutions, including preparedness and response planning, incident response, analysis, identification, containment, eradication, mitigation, system refinements, and ancillary mission support functions. We are your one-stop, integrated expert team capable of promptly addressing your cybersecurity incident.

Our Integrated Offering



Incident Response Services



Preparation

Being sufficiently prepared for a cyber incident or data breach are essential to contain damage that follows the incident. We help identify incident response capability gaps based on cyber incident response readiness assessments and red teaming exercises. We help establish and train an incident response team and develop appropriate process and tools needed for each aspect of incident response.

- Incident Response Readiness Assessment
- Red Teaming Exercise
- Cyber Incident Response Plan & Playbook
- Table-top Simulation & Awareness Drill

Detection & Analysis

Early steps to identify, detect, and analyse threats are key to developing effective containment and eradication strategies. We combine resources and tools necessary to help organisations proactively conduct cyber threat intelligence monitoring and threat-hunting to determine threats quickly and minimise the impact of an attack.

- Cyber & Dark Web Intelligence & Monitoring
- Threat Hunting

Containment & Eradication

Containment is critical before an incident overwhelms resources or increases damage. Our experts help contain the incident by isolating potentially compromised systems and removing malicious code, actor accounts, and unauthorised access. Through digital forensics with end-to-end e-discovery services, we investigate and detail the scope, impact, cause, and response for the incident.

- Incident Response Support
- E-discovery
- In-bound Call Centre & Notifications

Remediation

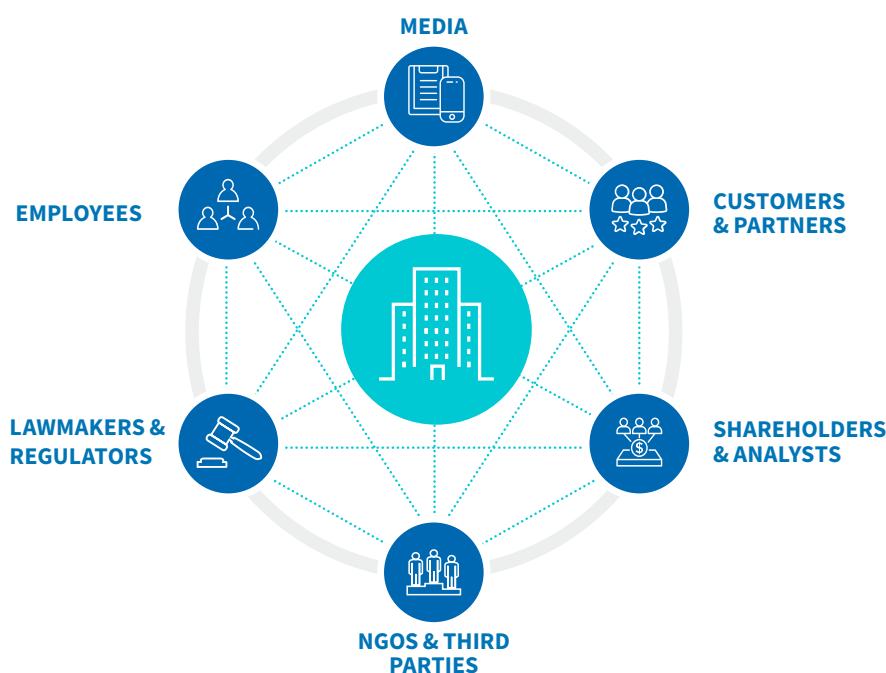
Once the incident is under control, further actions in uplifting cybersecurity capabilities are essential to prevent future outbreak. We provide specific, technical guidance on remediation recommendations, including any additional tools, technologies, process improvement, and capabilities advancement to ensure best practices are employed efficiently and effectively. Our team can conduct follow-on assessments, testing, and exercises to improve the strength and resiliency of your network, incident response team, and broader organisation.

Crisis Communications for Cybersecurity and Data Privacy

FTI Consulting's communications experts, specialised in cybersecurity and data privacy issues, work around the clock to help clients manage all aspects of crisis communications during incident response. We help our clients communicate proactively, transparently, and truthfully about any detected incident that needs to become public, and we actively develop messaging during the crisis.

As integrated members of an organisation's core incident response team, we work together to assist our clients by:

- Providing on the ground, around the clock crisis communications support for active breach matters
- Developing an all-inclusive cybersecurity incident communications playbook to help the organisation communicate accurately, swiftly, and intentionally to control the narrative and mitigate business and reputational risks before and after a breach is disclosed
- Creating thoughtful, cross-stakeholder messaging and coordination with legal teams on reviews and approvals to protect privilege
- Coaching stakeholder-facing executives and employees on messaging delivery and navigating difficult conversations in the heat of a crisis
- Tapping into our extensive relationships with third-party partners and cybersecurity-specific reporters to help provide context to the incident and ensure balanced media coverage
- Managing all aspects of media relations and utilising our well-established relationships with cybersecurity-specific reporters as well as Tier One business and technology reporters
- Leveraging our digital media tools to provide breaking news alerts on both traditional and social media channels as well as comprehensive media monitoring reports to keep leadership abreast of coverage developments

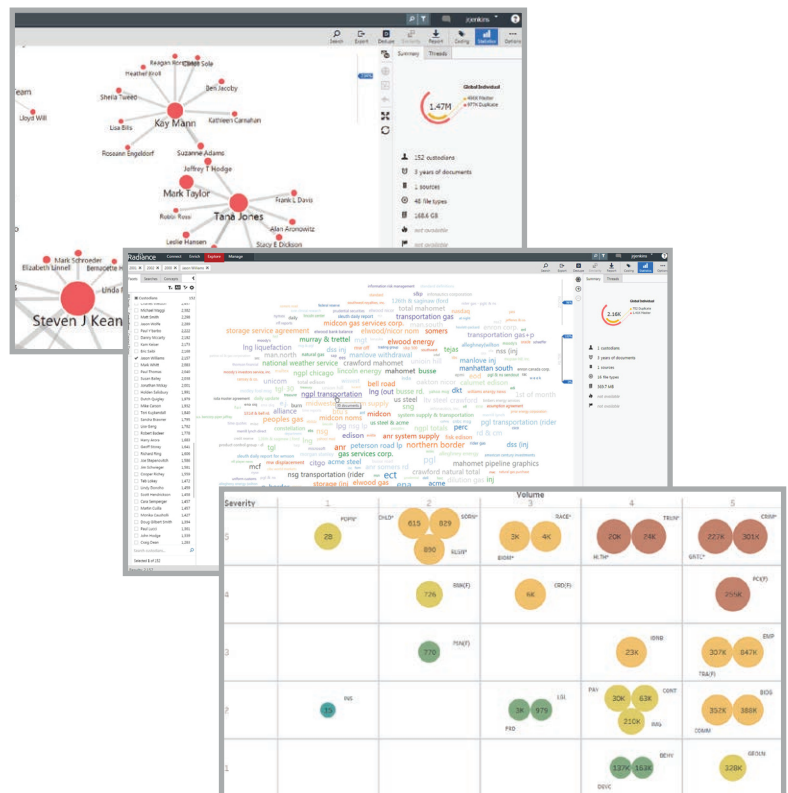




Data Privacy & Notification Support Services

Conducting effective breach notifications to regulators and data subjects requires an understanding of the risk and impacts to individuals that the breach poses. The types of personal or sensitive data must be analysed in accordance with global privacy laws. This can be complex and nuanced when it comes to unstructured data, such as email or loose file data.

- Rapidly identify where personal or sensitive data may reside across a wide array of data types and languages with FTI Consulting's proprietary search methodology with pre-built complex pattern matching
- Automated detection of high risk/sensitive categories to inform and prioritise notification strategy
- Analytics powered specialised managed review and research services to scale and accelerate notification response
- Applied machine learning to accelerate review and mapping of critical and sensitive data
- Support and management for breach notification to data subjects
- Engineer and deploy tailored, advanced analytics capabilities to leverage artificial intelligence, machine learning, and data mining technologies





Complex Investigations & Litigation

Our team routinely tackles global, large-scale, and complex issues, that often stem from data privacy related concerns, and demand intricate solutions. We quickly unearth key facts and data sets to enable timely and strategic decisions in investigations, leading to cutting-edge and data-driven results.

Litigation Support

Our team supports clients facing high-stakes litigation, including class action data privacy cases, arbitration and compliance investigations, and regulatory scrutiny.

Expert Witness Testimony

Our testifying experts have decades of experience, which is needed to be effective and demonstrate confidence during testimony and in written submissions, and to verify results and findings.

Evidence Collection, Handling, & Preservation

Our team provides cyber readiness and incident response support using expert services, methodologies, and tools that help companies and their legal advisors understand technology dependent issues.

Forensic Analysis & Complex Modeling

We have proven success at uncovering the facts and getting to the bottom of complex incidents using creative approaches. Our experts have the ability to untangle and understand cybersecurity attribution to determine what exactly happened. Using extensive experience and state-of-the-art tools, our team recovers, searches, and analyses massive amounts of data at the speed demanded by litigation.

Data Breach Class Action

We are well-suited to handle complex, class action cases that require a multidisciplinary approach to dispute resolution. Our team plays a pivotal role for clients by:

- Conducting an initial exposure assessment
- Quantifying damages and business valuations
- Providing industry-savvy settlement advice, largescale case processing, sound scoring, and settlement compliance review

Uniquely Equipped to Solve Complex Problems

- Rapid response and surge capabilities anywhere in the world within 24 hours
- 450+ dedicated cybersecurity experts, data privacy, and incident responders
- Independent credentials led by executives with decades of experience at the highest levels of law enforcement and intelligence agencies
- World-class communications team can provide immediate and scalable messaging and engagement support should a communication issue arise following an investigation

Our Experience



CASE STUDY

CRISIS COMMUNICATIONS FOLLOWING A CYBERSECURITY INCIDENT

FTI Consulting's crisis communications specialists were engaged to support a large professional services firm with headquarters in Australia following a cyber attack that resulted in data exfiltration and a ransom demand. Our team created a communications strategy and provided strategic counsel to guide the firm's response to the incident. Our crisis specialists provided media relations support on behalf of the firm to provide appropriate responses to queries. We carried out detailed media monitoring and intelligence to provide a picture of the external response to the breach and expectations of the firm's handling of it. As the situation evolved, we worked closely with the firm to develop scenario plans as it worked through the detailed and comprehensive review of the impacted information, and continued to communicate with a wide range of stakeholders.



CASE STUDY

DATA EXTORTION INCIDENT

The corporate network of an Australian financial services organisation was breached, resulting in the exfiltration of a large amount of data, including sensitive customer data. The threat actors initially attempted to extort the organisation, before publishing the data on the dark web.

In the first few days following the incident, the organisation severed its connection to the Internet, bringing all critical systems offline, and engaged a boutique cybersecurity services provider to conduct tactical Digital Forensics and Incident Response (DFIR). FTI Consulting was engaged in the first week of the incident by the organisation's Board of Directors. Initially, our scope was to rapidly review the work and findings presented by the boutique provider over the first five days, in order to identify gaps and provide recommendations on the way forward.

FTI Consulting was then asked to provide ongoing assistance by:

- advising the Board on key decisions, such as when and how to restore critical systems, the risk of doing so, and whether or not the risks had been adequately mitigated;
- helping the organisation respond to regulator enquiries, including those with mandatory reporting powers; and
- downloading leaked data from the dark web and conducting a risk-based review of the data exposed.

Our advice enabled the Board to make complex and time-sensitive decisions on cybersecurity matters with confidence, and have a clear understanding of associated risk implications. Within two months the organisation had recovered the majority of its business-critical systems, without having to pay a ransom and without being re-infected. Throughout the incident, the organisation was able to meet all financial obligations it had to its customers. Additionally, FTI Consulting assisted the organisation in responding to enquiries from a key privacy regulator. This regulator decided not to open a formal investigation, despite customer data being exposed.



CASE STUDY

INVESTIGATION INTO DATA INCIDENT AT A GLOBAL CORPORATION

A global corporation with headquarters in Australia experienced a data incident with potential exposure of sensitive and personal information. With multiple global regulators on alert for privacy breaches, FTI Consulting helped the client assess large volumes of data to quickly understand the extent of the data exposure and support the notification process.

The incident involved a former employee and resulted in sensitive and personal information within the company's systems being transferred to a personal online storage location outside of the approved IT enterprise, which equated to multiple years' worth of information.

FTI Consulting was engaged to preserve evidence of the incident, contain and remediate data exposure and assess the quantity and nature of personal information that had been exposed. We conducted a rapid review of the impacted data to determine the extent of sensitive and personal information contained within it. A bespoke decryption workflow was developed to create large password dictionaries from the exposed data content and use that password dictionary to attempt password cracking of encrypted items within the exposed data set. We then created tailored notification bundles unique to the requirements of multiple stakeholders and regulators within tight timeframes to meet contractual obligations and delivered detailed reports to demonstrate the completeness and defensibility of the workflow, which the client could produce as needed to regulators and end clients. We had direct interaction with the client's crisis management team and incident response team streamlined complex issue resolutions and increased efficiency in a high-stake, high-pressure situation.

Our efforts alleviated the concerns of regulators and end clients with timely and factual updates, preventing downstream disputes and secondary investigations.



CASE STUDY

GLOBAL FASHION RETAILER EXPERIENCES BREACH

A major online fashion retailer that ships to over 80 countries experienced a security breach that affected millions of customers. The sophisticated cyber attack on the company's computer network initially went undetected, allowing the attackers to move freely through their systems for over two months. FTI Consulting was hired to provide intelligence services to identify whether any customer data from the breach was posted on the dark web and if so, what data was exposed. Using our proprietary dark web threat intelligence tool, the team was able to quickly identify that customer data was posted in two locations, auctioned for sale, and ultimately exchanged between criminal actors. We also verified the exact number of affected customers and determined that the stolen information posted and sold on the dark web was limited to email addresses and encrypted passwords. Leveraging our communications experts, an in-bound call centre was up and running in less than a week and scripts in multiple languages were developed for servicing calls and online chats for affected customers.



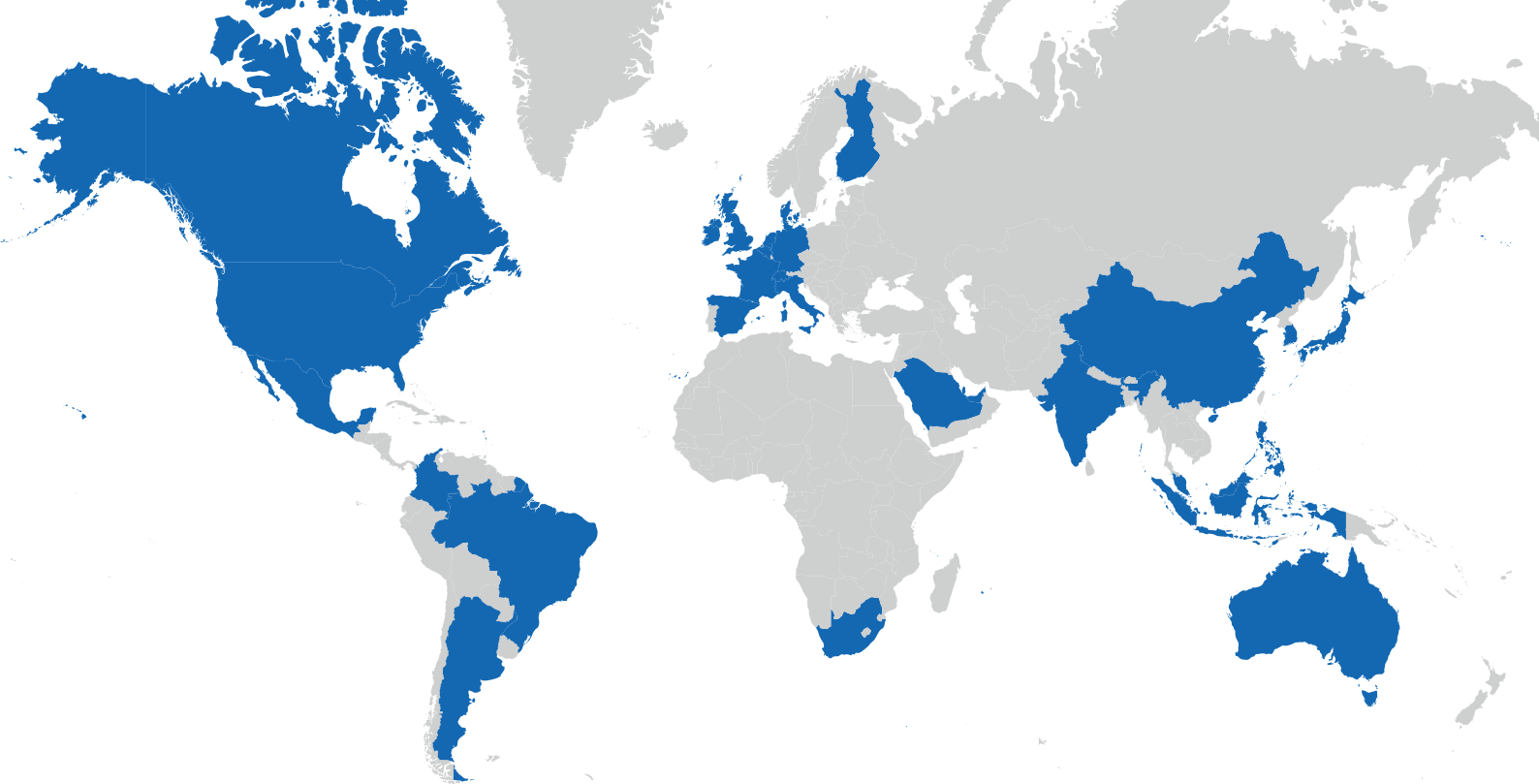
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Each practice is a leader in its specific field, staffed with experts recognised for their **depth of knowledge** and a track record of **making an impact**. Collectively, FTI Consulting offers a comprehensive suite of services designed to assist clients across the business cycle – from proactive risk management to providing rapid responses to unexpected events and dynamic environments.

Our Regional Industry Focus

- | | | | |
|--|--|---|--|
|  Aerospace & Defense |  Agriculture |  Automotive & Industrial |  Construction |
|  Energy, Power & Products (EPP) |  Environmental |  Financial Services |  Healthcare & Life Sciences |
|  Hospitality, Gaming & Leisure |  Insurance |  Mining |  Public Sector & Government Contracts |
|  Real Estate |  Retail & Consumer Products | | |



EXPERTS WITH IMPACT™

With offices in every major financial centre and every corner of the globe, we successfully serve our clients wherever challenges and opportunities arise.

Our clients include Fortune 500 corporations, FTSE 100 companies, global banks, major and local law firms and state and national governments and agencies in the U.S. and other countries. In addition, major U.S. and international law firms refer us or engage us on behalf of their clients.

31

Countries

1982

Year Founded

8,000+

Employees Worldwide

NYSE:FCN

Publicly traded

Top 50

Advisor to the world's top 50 bank holding companies

99/100

Advisor to 99 of the world's top 100 law firms

\$7.7B

Equity Market Cap*

82/100

82 of Fortune Global 100 corporations are clients

*Number of total shares outstanding as of October 19, 2023, by the closing price per share on October 26, 2023.

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FTI Consulting is an independent global business advisory firm dedicated to helping organisations manage change, mitigate risk and resolve disputes: financial, legal, operational, political & regulatory, reputational and transactional. FTI Consulting professionals, located in all major business centres throughout the world, work closely with clients to anticipate, illuminate and overcome complex business challenges and opportunities.

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