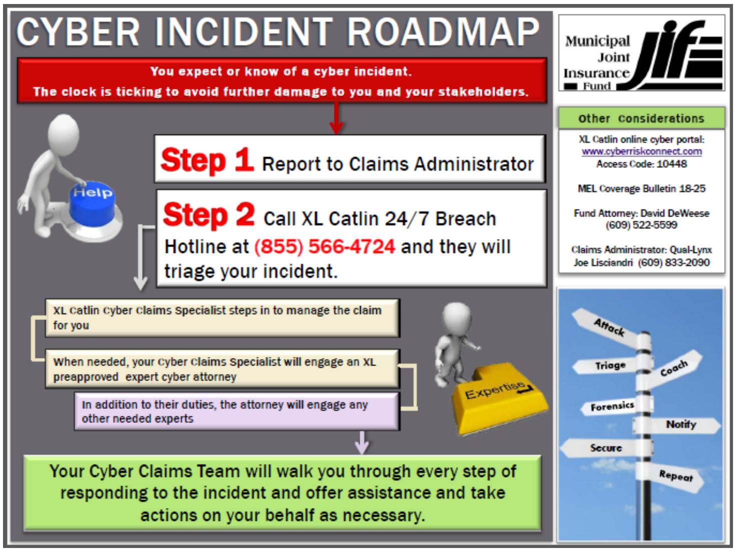
LESSONS LEARNED FROM LOSSES

MONTHLY NEWSLETTER - MAY 2018

CYBER INCIDENTS



CYBER INCIDENT ROADMAP

You expect or know of a cyber incident.
The clock is ticking to avoid further damage to you and your stakeholders.

Step 1 Report to Claims Administrator

Step 2 Call XL Catlin 24/7 Breach Hotline at (855) 566-4724 and they will triage your incident.

XL Catlin Cyber Claims Specialist steps in to manage the claim for you

When needed, your Cyber Claims Specialist will engage an XL preapproved expert cyber attorney

In addition to their duties, the attorney will engage any other needed experts

Your Cyber Claims Team will walk you through every step of responding to the incident and offer assistance and take actions on your behalf as necessary.

Municipal Joint Insurance Fund

Other Considerations

XL Catlin online cyber portal:
www.cyberriskconnect.com
Access Code: 10448

MEL Coverage Bulletin 18-25

Fund Attorney: David DeWeese
(609) 522-5599

Claims Administrator: Qual-Lynx
Joe Lisciandri (609) 833-2090

Preparedness to combat a cyber attack takes the form of the following:

- Employee training – What to click on and what not to click on? Know your sender. Know how to hover.
- Policies and procedures in place in the event something does happen
- Follow up to address new kinds of threats as they most certainly will develop.

Did You Know?

- The City of Atlanta ransomware attack may have occurred due to an employee simply clicking on an attachment to an email without knowing the sender.
- Email addresses embedded in an email can very easily be edited

Example 1: Social Engineering - a municipal treasurer received an email that appeared to be from the CFO directing a payment to be made on a current town project , but was actually a “spoofed” email to make it look like it was from the CFO. The $20,000 payment was made to the fraudster without double checking .

Example 2: An employee clicked on a “spoofed” link in the body of an email downloading ransomware to the infected device and others on the network. The municipality had daily backups but they were performed on the same network so lost data could not be reconstructed. Total costs involved were $60,000.

Municipal Joint Insurance Fund
South Jersey Communities Securing Their Future

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