



# New Mexico Public Schools Insurance Authority

## **CYBER LIABILITY CLAIMS REPORTING**

**July 1, 2023 to July 1, 2024**

<b>Carrier:</b>	Beazley Breach Response
<b>Policy Number:</b>	FN2205500
<b>Policy Dates:</b>	July 1, 2023 to July 1, 2024
<b>Broker:</b>	Poms & Associates / Alliant Insurance Services

**CLAIMS REPORTING**

Report Cyber Security Incidents immediately to these contacts:

**Beazley Breach Response  
Attn: TMB Claims Group  
1270 Avenue of the Americas, 12th Floor  
New York, NY 10020**

**Bbr.claims@Beazley.com  
866.567.8570 (24/7)**

**AND**

**Poms & Associates Insurance Brokers  
rservices@pomsassoc.com**

CC: <b>Donna Peterson</b> Claims Advocate  Alliant Insurance Services <a href="mailto:Donna.peterson@alliant.com">Donna.peterson@alliant.com</a>	CC: <b>Jo Anne Roque</b> Account Executive - Risk Svcs  Poms & Associates (818) 449-9369 <a href="mailto:jroque@pomsassoc.com">jroque@pomsassoc.com</a>	CC: <b>Justin Perkins</b> Director -Risk Svcs  Poms & Associates (818) 449-9301 <a href="mailto:jperkins@pomsassoc.com">jperkins@pomsassoc.com</a>	CC: <b>Steve Vanetsky</b> Claims Manager  CCMSI - Albuquerque (505) 837-8722 <a href="mailto:svanetsky@ccmsi.com">svanetsky@ccmsi.com</a>	CC: <b>Robert Wise</b> Chief Information Security Officer New Mexico Public Education Dept. (505) 660-0653 <a href="mailto:robert.wise@state.nm.us">robert.wise@state.nm.us</a>
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**AND**

**Federal Bureau of Investigation – Albuquerque Office  
505.889.1300  
tips.fbi.gov**

**AND**

**Local Law Enforcement Agency**

## Initial Incident/Claims Notice Information

- A brief description of the incident
- Date of the incident (if known)
- Date of incident discovery
- Contact information of “**Members**” cyber incident coordinator
  - Contact Name:
  - Member Name:
  - Email address:
  - Alternate email address: (your email may be down)
  - Phone Number:
  - Cell Number (your site phones may be down):
- Exclude any personally identifiable information and/or protected health information

## Required Procedures

- Preserve all evidence, retain emails, and maintain notes with dates, times and information that may be referenced on a later date.
- Copy Poms & CCMSI with communications between the “**Member**” and Beazley claims handler.
- All cyber extortion payment amounts will need to be approved by Beazley in writing.
- Seek Beazley recommendations of vendors on non-breach response coverages and obtain approval in writing from Beazley on statements of work.
- Breach response vendors will still need to be approved in writing if the member chooses their own vendor and understands lower breach response sublimit will apply.
- Document all correspondence in writing, especially approvals.
- Proof of Loss Notice must be completed and submitted to Beazley by **December 31st**, within six months after policy expiration date the incident occurs including supporting documentation for the claim reimbursement process.

## **Best Practices**

- Build notification protocols into your Incident Response Plan
- Escalate systematic, reputational, and catastrophic incidents.
- Utilize Incident Response Playbook for Ransom Description, Severity Matrix, Preparation & Response Guide, refer to attachments.
- Please work closely with counsel to understand if there are any OFAC violations regarding paying cyber extortion payments.
- Use Beazley-approved vendors, when possible, to obtain higher breach response limits.
- Stay in regular contact with your Beazley claims handler during all claim incidents.
- Maintain ongoing contact with Beazley assigned vendors and legal counsel with scheduled conference calls and/or meetings.
- Request assistance throughout the life of the claim as needed.
- Let Poms know if you have any questions.

## **Preferred Beazley Cyber Providers**

NMPSIA encourages “**Members**” to use the preferred Beazley privacy/legal counsel and digital forensics panel. (See link and QR code on page 5 for most current list)

If “**Members**” elect to contact provider(s) directly, please notify Beazley, CCMSI and Alliant. In addition to the higher breach response limits for utilizing a preferred provider recommended by Beazley, preferred providers are vetted by Beazley on a regular basis, their rates are carefully monitored and in line with industry rates or may be lower.

Available provider services are legal, computer forensics, notification & call center, credit monitoring, public relations, and crisis management.

### ***Privacy Counsel/Legal Counsel:***

*You may wish to discuss with privacy counsel contracting with additional incident response vendors such as forensics.*

## QR Code to Access Beazley's Panel of Provider Services

Legal, forensics and other service providers can be found by following [this link](#) or by scanning the following code:



Code links to:

[https://www.beazley.com/usa/cyber\\_and\\_executive\\_risk/cyber\\_and\\_tech/beazley\\_breach\\_response/cyber\\_services/your\\_services\\_and\\_providers.html](https://www.beazley.com/usa/cyber_and_executive_risk/cyber_and_tech/beazley_breach_response/cyber_services/your_services_and_providers.html)

**Step 1. Reporting a Claim: “Member”** reports notice of claim to Beazley at

[bbr.claims@beazley.com](mailto:bbr.claims@beazley.com) Poms & Associates at [rservices@pomsassoc.com](mailto:rservices@pomsassoc.com)

CCMSI (Steve Vanetsky) and Alliant (Donna Peterson).

1.1 Alliant will act as liaison with Beazley as claims advocate for Members of NMPSIA.

1.2 Beazley will acknowledge receipt of notice.

1.3 Beazley will schedule a call with the Member to discuss the claim details and policy coverages.

1.4 Beazley will provide preferred vendor recommendations as needed.

**Step 2. “Member”**, if needed, and working through privacy counsel, contacts vendor(s) and identifies that it is a Beazley insured to receive preferred rates. Beazley does not contract with vendors.

**2.1 “Member”** communicates status of incident response to Beazley.

**Step 3. Vendor Approval by Beazley**

3.1 Beazley and vendor(s) discuss incident with Member to establish a plan of action, attorney/client privilege, if legal counsel is retained.

3.2 Beazley reviews and consents to third-party vendor engagements.

**3.3 “Member”** signs all contracts, letters of engagement, etc. *after* consent from Beazley.

3.4 Beazley issues coverage letter to Member with copies to Alliant, Poms and CCMSI (Steve Vanetsky).

3.5 Beazley processes covered claims expenses and vendor invoices in excess of the applicable retention. Beazley issues payments as required to vendors.

**Step 4. “Member”** Retains all invoices and documentation of member staff hours to support submission of Proof of Loss for reimbursement consideration.

**RANSOMWARE:**

Stay in touch with Beazley. The Member makes the choice to pay or not pay the ransom. If the Member chooses not to pay the ransom, please be aware the rebuilding process can be lengthy and taxing on the member and may take six (6) to 24 months. All costs may not be covered under the policy. To reiterate, maintain regular contact with Beazley to obtain vendor recommendations and required approvals on all statements of work.

## **Step 5. Retention/Payment Process**

Upon written payment request to NMPSIA, invoices attributed to the “**Member’s**” applicable retention may be forwarded to Poms & Associates Insurance Brokers, Inc. for reimbursement handling. NMPSIA will then invoice the Member for the applicable shared retention portion.

<b>Jo Anne Roque, ARM, CIC, CRM, AIS</b> VP/Account Executive, Risk Services  Poms & Associates (818) 449-9369 / (415) 317-5829 <a href="mailto:jroque@pomsassoc.com">jroque@pomsassoc.com</a>	<b>JUSTIN PERKINS, CPCU, CIC, CRM, ARM-P, ARM-E, AU</b> Director, Risk Services  Poms & Associates (818) 449-9301 <a href="mailto:jperkins@pomsassoc.com">jperkins@pomsassoc.com</a>
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## **Beazley Breach Solutions Portal and Portal Access Instructions**

Beazley provides an online portal that includes an array of benefits, IRP templates and services for privacy breach response and risk management services designed to help “**Members**” respond to an actual or a suspected data breach incident effectively, and in compliance with the law.

For access, please contact Jo Anne Roque at Poms & Associates and provide the “**Member**” name, contact name(s) and email address; this information will be needed for each domain name. Please provide only the name(s) of lead staff from either Information Technology or Risk Management who will be responsible for reporting and/or managing cyber incidences for the “**Member**”. Jo Anne will send the information to the Alliant team to request registration setup for Beazley services. Within 3 to 5 business days of receipt confirmation, Beazley will send the member a welcome email notification with link to the Cyber carrier website: [www.beazleybreacholutions.com](http://www.beazleybreacholutions.com)

Using the assigned activation code, the IT / Business contact creates a password for website registration. Once setup is completed, additional members with the same domain email address can utilize Beazley resources.

### ***Breach Response Services***

Understanding the scope of services and expertise available to members.

### ***How to Prepare***

Steps your organization can take to minimize data breaches and their impact, including Incident response plan template, sample policies and training resources for employees/third party vendors providing IT services to members.

### ***Investigate***

Overview of various components of an effective response plan, including first responder guide and available forensic tools.

### ***Respond***

Report an incident and look up breach notification laws specific to New Mexico.