



COMPUTER DEPOT BUSINESS SOLUTIONS

Tech Bits and Bytes to Help Your Business Run Faster, Easier and More Profitably

Computer Depot Inc. Business Solutions Newsletter

October 2023



Thomas Hill, President & Founder

“Change is inevitable especially in the technology environment but building trust happens when you consistently do what you say you will.”



4 THINGS TO DO NOW TO PREVENT YOUR CYBER INSURANCE CLAIM FROM BEING DENIED



TRIVIA

Sadly, there was no winner last month. **Minecraft** may be the world’s best-selling PC game but it may not be so popular among CDBS readers.



TURN TO PAGE 3 FOR THIS MONTHS TRIVIA

“Thank goodness” is probably what Illinois-based manufacturing company ICS thought about having a cyber insurance policy with Travelers Insurance after a data breach in 2022. But after claims investigators pulled out their microscopes, they found that ICS failed to use multi-factor authentication (MFA) across all digital assets, which they had agreed to do in their policy. Travelers sued ICS and won. The policy was rescinded, and so were ICS’s feelings of gratitude, which likely evolved into worried whispers of “Oh, crap.”

Smart businesses like yours are adding cyber insurance to their policies because they know good security hygiene is just as much a competitive advantage as a way to reduce business risk. But with cyber insurance premiums steadily increasing – they rose 62% last year alone – you want to make sure your claim is paid when you need it most.

Why Claims Get Denied

“Most claims that get denied are self-

inflicted wounds,” says Rusty Goodwin, the Organized Efficiency Consultant at Mid-State Group, an independent insurance agency in Virginia.

Though we like to paint insurance companies as malicious money-grubbers hovering over size “DENIED” stamps over claims, denials are usually the result of an accidental but fatal misrepresentation or omission by businesses or simply not letting an insurer know about changes in their security practices. However, there are simple steps you can take to prevent a claim-denial doomsday.

4 Ways To Make Sure Your Claim Doesn’t Get Denied

1. Find a broker to help you understand your policy.

There’s no doubt that insurance policies are tedious, filled with legal lingo that makes even the Aflac Duck sweat. Nevertheless, there are several parts to an insurance contract you must understand,

including the deck pages (the first pages that talk about your deductible, total costs and the limits of liability), the insuring agreements (a list of all the promises the insurance company is making to you) and the conditions (what you are promising to do).

"If your broker can help you understand them and you can govern yourself according to the conditions of that contract, you will never have a problem having a claim paid," says Goodwin.

Some brokers don't specialize in cyber insurance but will take your money anyway. Be wary of those, Goodwin warns. "If an agent doesn't want to talk about cyber liability, then they either don't know anything about it or they don't care because they won't make a lot of money off it." If that's the case, he says, "take all your business elsewhere."

2. Understand the conditions.

Insurance companies are happy to write a check if you're breached if and only if you make certain promises. These promises are called the conditions of the contract. Today, insurance companies expect you to promise things like using MFA and password managers, making regular data backups, and hosting phishing simulation and cyber security awareness training with your

employees.

Understanding the conditions is critical, but this is where most companies go wrong and wind up with a denied claim.

3. Make good on the promises.

If you've ever filled out a homeowners insurance application, you know you'll get a nifty discount on your premium if you have a security alarm. If you don't have one, you might tick "Yes," with good intentions to call ADT or Telus to schedule an installation. You enjoy your cheaper premium but are busy and forget to install the alarm (nobody comes around to check anyway).

Then, your home gets broken into.

"Guess whose insurance claim is not going to be paid?" Goodwin says. "The power is in our hands to ensure our claim gets paid. There's really nothing to be afraid of as long as you understand the promises that you're making."

This happens all the time in cyber insurance. Businesses promise to use MFA or host training but don't enforce it. As in the case of ICS, this is how claims get denied.

4. Don't assume the right hand knows what the left hand is doing.

Goodwin sees companies make one big

"Having a full time IT solutions company gives us access to an entire team of technicians to assist us, which means that there is always someone there for us when the need arises. In 2013 RAM was doing anywhere of 10 to 13 events per year and currently we have increased that to 85 to 90 events a year. With our continuous expansion, CDBS is able to make sure we never fall behind when it comes to technology needs and security. They have been with us every step of the way."

Chris Hall
Remote Area Medical

mistake with their insurance policies: making assumptions. "I see CFOs, CEOs or businessowners assume their MSP is keeping all these promises they've just made, even though they never told their MSP about the policy," he says. MSPs are good at what they do, "but they aren't mind readers," Goodwin points out.

Regularly review your policy and have an open and transparent line of communication with your IT department or MSP so they can help you keep those promises.

"We're the architect of our own problems" Goodwin says. And the agents of our own salvation if we're prepared to work with a quality broker and make good on our promises.

"I DIDN'T KNOW"

Unfortunately, That Excuse Doesn't Replenish Your Bank Account, Resolve A Data Breach Or Erase Any Fines And Lawsuits.

It's coming ...

- That day a hacker steals critical data, rendering your office useless ...
- That day when your bank account or credit card is compromised ...
- Or that day when your customers' private lives are uprooted ...

Cybercriminals and hackers are constantly inventing NEW ways to infiltrate your company, steal your assets and disrupt your life. The ONLY way to STOP THEM is by CONSTANTLY EDUCATING yourself on how to PROTECT what's yours!

Now, for a limited time, we have the perfect way to help reduce your risk and keep you safe! Simply sign up to receive our FREE "Cyber Security Tip of the Week." We'll send these bite-sized quick-read tips to your e-mail in-box. Every tip is packed with a unique and up-to-date real-world solution that keeps you one step ahead of the bad guys. And because so few people know about these security secrets, every week you'll learn something new!



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THE DATA BREACH EPIDEMIC

How Cybercriminals Are Exploiting Human Weaknesses

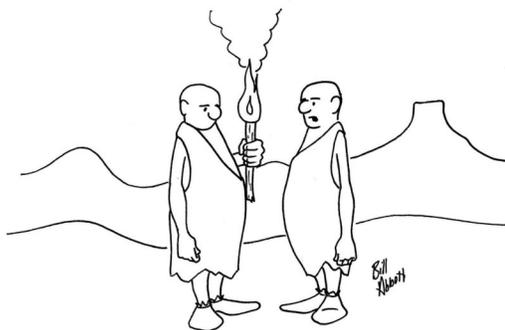
Every year, thousands of businesses fall victim to data breaches. In 2022, over 1,800 data compromises affected more than 422 million people, according to the Identity Theft Resource Center’s 2022 Data Breach Report. As cybercriminals continue to refine their tactics, it’s clear that cyber-attacks and data breaches will not stop anytime soon. That’s why it’s so crucial for businesses to develop strong cyber security strategies.

If you want to bolster your cyber security efforts, a great place to start is with your employees. Research from Stanford University suggests that human error is responsible for 88% of all data breaches. Here are the two common reasons why employees put their workplaces at risk of cyber-attacks.



Ignorance: Do you give cybersecurity training to new hires during onboarding? Do you host annual cybersecurity training to give your employees a refresher on what they need to know? If not, your employees might be unaware of what cyber attacks can look like and how to protect the company.

Stress: If your employees are stressed out, overwhelmed, and overworked, they may overlook potential cyber security concerns. Evaluate your employees workloads and, if necessary, make adjustments to ensure nobody becomes overwhelmed.



“Congratulations on the discovery. Good luck getting it insured.”

CartoonStock.com

Inside The Battle To Ban TikTok

Is the clock ticking for TikTok?

The U.S. federal government has repeatedly threatened to ban the social media app, which is used by roughly 100 million Americans. Montana has already passed a ban that is slated to go into effect in January 2024. Government officials allege that TikTok enables the misuse and abuse of the data of American citizens. These efforts in Montana, to ban TikTok are being spearheaded by state Attorney General Austin Knudsen, who has argued that the Chinese Communist Party (CCP) is able to access and utilize the data of American citizens. ByteDance, which owns TikTok, has repeatedly claimed that the CCP cannot access such data and that if the party requested access, the company would decline.

However, a former ByteDance employee alleged in a termination lawsuit that the CCP has supreme access to all data, including that of American citizens. The suit claims that the CCP has guided ByteDance to promote so-called communist values and that the company has shared, elevated, and removed content at the party’s discretion.

TikTok isn't taking the Montana ban lying down. The company has launched a lawsuit against Montana that many believe will end up in the Supreme Court, with issues like free speech under careful consideration.

It's worth noting that the version of TikTok available in the U.S. is not allowed in China.

This Month’s

TRIVIA

What is the origin of the word “spam” in the context of email spam?

Email your answer to
RHill@ComputerDepotOnline.com



October 2023



Look What's Inside...

- **4 THINGS TO DO NOW TO PREVENT YOUR CYBER INSURANCE CLAIM FROM BEING DENIED**
- **Hurry-You could WIN this month's Trivia and this** 
- **Is the clock ticking for TikTok?**
- **THE DATA BREACH EPIDEMIC**
- **Leaf Looking From a Train**



COMPUTER DEPOT BUSINESS SOLUTIONS - AFFORDABLE IT HELPDESK AND CYBER SECURITY SUPPORT IN 20 MINUTES OR LESS

FALL FOLIAGE BY TRAIN: 5 UNFORGETTABLE TRIPS

Each autumn, nature paints the U.S. with a fantastic riot of colors, and one of the best places to take it all in is on a leisurely train trip. Instead of falling into disrepair, many older railroads have transformed themselves into scenic journeys that can go where most cars or hikers don't. No need to worry about difficult roads or uncertain navigation -- all you have to do is sit back and enjoy the show.



1. In the Northeast, the Adirondack Scenic Railroad travels through upstate New York in open-air cars, with a variety of seasonal events and a sunset wine-tasting excursion.

2. Further south, the Blue Ridge Scenic Railway offers a four-hour excursion through the Chattahoochee National Forest in open or enclosed cars.

3. Leaf watchers in the Midwest can jump on Amtrak's Empire Builder route in Chicago and see changing leaves and vast wilderness across the Mississippi River, through the plains of North Dakota, and into the breathtaking vistas of Montana's Big Sky Country.

4. In the Southwest, the Cumbres & Toltec Scenic Railroad carries passengers on an old-fashioned steam train across the Colorado-New Mexico border. Lunch is included, and the open-air gondola car is a great place to take pictures.

5. Thinking internationally? The Bernina Express begins in Switzerland and winds through the Alps to Turin, Italy, offering spectacular Alpine views through high mountain passes..

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