

# CYBERSECURITY EDUCATION 101, THE 5 QUALITIES OF EXTRAORDINARY SALESPEOPLE & THIRD PARTY ADMINISTRATOR BONDS

## Cybersecurity Education 101

Cybersecurity can be complicated but understanding it doesn't have to be. To help you and your clients better understand the cyber risks confronting them, Coalition published several articles to explain the most common security issues they encounter. Additional articles can be found in Coalition's Help Center:

- Look-alike Domains: a hacker creates a domain that looks almost identical to the intended domain - for example, [www.thecoalition.com](http://www.thecoalition.com) vs. [www.thecoalition.com](http://www.thecoalition.com) (did you spot the difference?) It can be easy to miss and is therefore a common strategy used by hackers to phish and socially engineer their targets.
- Remote Desktop Protocol (RDP) : Microsoft's remote access capability for Windows. This convenient tool allows an organization's employees to remotely connect to their computer from anywhere in the world... along with everyone else with an Internet connection. For hackers, it's an equally convenient entry point into a network.
- Compromised Credentials: Coalition's Cyber Risk Assessment identifies usernames, passwords, and other data that have been exposed on the "dark web". Because many individuals reuse the same password across accounts (note: don't do this!), hackers can use breached credentials from one account to compromise many others. It happens more often than you might think!

### What Is Coalition's Cyber Risk Assessment?

Coalition was purpose-built at the intersection of technology and insurance to help companies manage cyber risk. As part of the quote process, Coalition evaluates organizations the same way that cyber criminals do, using publicly available information about the organization's security posture. This free assessment is the first step to managing cyber risk. The Cyber Risk Assessment includes information on vulnerabilities, compromised credentials, and overall recommendations to understand the organization's risk exposure and better their own security posture. As your client's dedicated risk management partner, Coalition's security team is available to provide additional context and to help policyholders implement security and loss controls, all at no additional cost!

A sample Cyber Risk Assessment can be found in Big "I" Markets in the Product Resources section of the **Cyber Insurance - Coalition** product. Reach out to Carla McGee, your dedicated cyber liability program manager, at 800-221-7917, ext. 5495 if you have any questions or to walk through a quote.

## SPECIAL FEATURE

### The 5 Qualities of Extraordinary Salespeople

Is your applicant cut out to make the sale? Sales is a competitive business and a tough one at that. If a candidate doesn't have the right qualities in place, your team and company are going to lose big. So, what makes an individual a good fit for the job? Big "I" partner Caliper has outlined five traits of salespeople separate the extraordinary from the rest. Take a look:

#### #1 Self Motivated

Top salespeople are continually learning and improving their processes to keep up with their customers and competition. They take time to understand the product, the company, and customers to give the best experience possible. With this new-found knowledge, they put an action plan together and start building a foundation. Want sales to grow? You have to stay ahead of the game, and top sales performers know this and are willing to put in the extra work to make it happen. Remarkable salespeople have the focus and determination to strive for the best and more. Pushing past the distractions and setting goals for themselves is what puts them at the top. They're armed with a strategic action plan which will guide them to reach goals and not let setbacks stand in their way.

Continue reading on Caliper's website.

Learn more about your Big "I" discount on Caliper products here.

## Third Party Administrator Bonds

Third party administrators, or TPAs, handle various administrative responsibilities for entities such as insurance companies where they may handle the claims process, or for a company's employee benefits plan handling claims such as those to retirement plans. Third party administrators can be either an individual or a business and operate on a fee-for-services basis.

Many states require the companies or individuals who administer these services for another entity to post a Third Party Administrator Bond as part of the state licensing process. The bond is in place to guarantee their compliance with state statutes and regulations. In addition to guaranteeing compliance with the statutes and regulations, the bond also extends compensation to vulnerable parties if a third party administrator's violation of these statutes and regulations causes damages or losses to their clients.

Big "I" Markets partner Goldleaf Surety has markets for the Third Party Administrator Bond, and is able to assist you with this bond for any state where it is required.

For TPA bonds - and all types of bonds - turn to Goldleaf Surety through Big "I" Markets. Simply log in to [www.bigimarkets.com](http://www.bigimarkets.com) and select **Bonds - Bid, Contractor, Performance, Surety** or email [bigimarkets@iiaba.net](mailto:bigimarkets@iiaba.net) and an underwriter will contact you.

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## WEBINARS

### Risk Management Webinar Rebroadcast - May 29

Big "I" Professional Liability

Is Your Website Doing More Harm than Good? was one of Big "I" Professional Liability's best-attended sessions in recent years. Due to its popularity, and because insurance agency website content continues to plague agency owners during errors & omissions claims, Big "I" Professional Liability and Swiss Re Corporate Solutions will rebroadcast Is Your Website Doing More Harm than Good? on Wednesday, May 29 at 2 p.m. ET.

Websites and other online marketing materials, including mission and vision statements, are turning insignificant events into significant E&O claims due to the language used on agency websites. For example, terms and phrases such as "experts" and "we will address all your insurance needs" can increase the standard of care an agency owes to a customer.

Register today.

### VU Webinars and Lightning Learning

Virtual University

**WEBINARS** - Two-hours with CE in select states.

- June 18 - 11:30 a.m. EDT - 4 Key Personal & Commercial Line Exposures Every Agent Must Understand
- June 12 - 1:00 p.m. EDT - 3 Keys to Getting the Named Insured Correct
- June 13 - 1:00 p.m. EDT - In the Aftermath of the Storm - An Agent's Perspective

*View the complete calendar, registration links and see what states have CE approval online. Registration includes live webinar, on-demand recording and a transcript.*

**LIGHTNING LEARNING** - Twenty minutes each with a focus on Condos: More Than a Box of Air, an Insurance Nightmare

- July 9 - 11:30 a.m. ET - Key Information Needed to Write Condos
- July 16 - 11:30 a.m. ET - 7 Condominium Definitions You Must Understand
- July 23 - 11:30 a.m. ET - Who Insures Which Property?

*Register once for the monthly Lightning Learning package and receive all sessions for one low price. Registration includes live presentations and on-demand recordings.*

VU Webinar and Lightning Learning questions can be sent to VU staff. The 2019 calendar and all links are available [here](#).

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## TWO FOR TUESDAY TRIVIA

Be one of the first five with the correct answers and win a \$5 gift card (Starbucks, Dunkin' Donuts, Baskin Robbins, or Krispy Kreme).

**Don't forget to answer the Tie Breaker!**

1. Edward Lloyd created what would eventually be called Lloyd's of London at his other business. What other type of business did he run?
2. On this day in 1927 Charles Lindbergh landed "The Spirit of St. Louis" in France after being the first man to solo-cross the Atlantic. On the same day in 1932 Amelia Earhart became the first woman to solo-cross the Atlantic after landing in Ireland. What is the name of her plane?
3. On the Coalition Platform page what percentage of companies targeted by ransomware attacks are infected?

**TIE BREAKER**

TB - The "KuhKussChallenge," launched last week on the Castl app, urges users in Switzerland, Austria and other German-speaking countries to kiss what?

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**LAST WEEK'S MOST CLICKED LINKS**

Here are the top three items that got BIM agents clicking from our last edition... see what you missed!

1. RLI's YouTube channel
2. RLI's UM/UIM Video
3. Chubb Small Business Full List of Eligible Businesses.

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**BIG "I" MARKETS SALE OF THE WEEK**

Congratulations to our agent in Ohio on a Bonds - Bid, Contractor, Performance, Surety sale of **\$37,198** in premium!