



**STATE OF MAINE REQUEST FOR INSURANCE
RFI SUBMITTED QUESTIONS & ANSWERS SUMMARY**

RFI NUMBER AND TITLE:	Agent/Broker Services for Cyber Insurance #2023-1
SUBMITTED QUESTIONS DUE DATE:	1/12/2023
QUESTION & ANSWER SUMMARY ISSUED:	1/18/2023
RFI ISSUED BY:	Department of Administrative Services-Risk Management
Unless specifically addressed below, all other provisions and clauses of the RFI remain unchanged.	

Provided below are submitted written questions received and the Department's answers

RFI Section & Page Number	Question
N/A	Can you provide copies of cyber applications completed in 2022? For security purposes & concerns of confidentiality applications will not be shared for submissions but will be provided to the selected broker.
N/A	What are the goals/priorities of your Cyber program? For example, coverage, aggregation of policies, premium savings, more limit? Page #5 of 19 RFI outlines department objectives: <ol style="list-style-type: none"> 1. Partner with an agent/broker offering the cyber insurance expertise, experience, and market access needed to best insure the State's exposure for annual policies. 2. Match or improve the existing insurance program's coverage and terms; and 3. Match or improve the level and quality of services currently provided and 4. Pay competitive premium rates.
N/A	Where are the Higher Education Cyber policies placed? Maine Maritime is currently the only Higher Education under the Cyber program. We do have several Higher Education (Community Colleges) insured under various markets.
RFI Appendix F – Policy Information (page 16)	Is the State of Maine Self-Insured policy backed by commercial paper, if yes who is it? No commercial backing.
RFI Appendix F – Policy Information (page 16)	Who is retaining the premiums of the self-insurance policy? The Risk Management self insurance fund.
N/A	How is your current broker compensated (fee/commissions) and what is the current amount? Currently commission varies depending on policy type and carrier
N/A	Are you interested in setting up a Captive? We have not looked into this and whether or not the option exists.
RFI Appendix F – Policy Information (page 16)	Are all the insureds listed on the self insurance program sharing the \$400k limit? Yes.
RFI Appendix E – Loss Information (page 15)	What are the claim details on the 2020 Maine Maritime loss (\$30k) Blackbaud User Account Breach

RFI Part II – Maine TORT Claims Act (page 6)	<p>Is it the opinion of the State that Maine Public Employees Retirement System, Finance Authority of Maine, Casco Bay Island Transit, Maine Maritime, and Maine Connectivity don't enjoy the \$400k TORT cap?</p> <p>They could have but opted to purchase additional insurance/higher limits. With the purchase of commercial insurance, the Tort cap is waived.</p>
RFI Appendix F – Policy Information (page 16)	<p>What the Maine Connectivity policy just placed in 2022?</p> <p>Established in 2021, the Maine Connectivity Authority (MCA) is a quasi-governmental agency charged with achieving universal access of affordable high-speed broadband in Maine. Cyber coverage was put in place effective 6/17/22.</p>
N/A	<p>Reviewing the Travelers loss data for the Maine Maritime Academy we see an open claim #T1816004 dating back to 11/1/2018; why does this claim remain open? Any payment potential?</p> <p>This claim was for forensic services that could have been charged to MMA, but never were. MMA will check with Travelers on why the claim remains open. No payments have been made to date.</p>
N/A	<p>What type of claim was claim #T2011194 for the Maine Maritime Academy, 7/16/2020 DOL?</p> <p>Blackbaud User Account Breach</p>
N/A	<p>Are the agencies who currently carry cyber coverage permitted to access the marketplace via the current broker <u>without</u> having to work through the State of Maine's Risk Management Department? Meaning, are they free to work directly with current broker to negotiate terms without Risk Management's involvement?</p> <p>No, the agencies insured under this program must go through Risk Management.</p>
N/A	<p>Was there a year where Maine Public Employee Retirement System was self-insured for Cyber (3/15/20-3/15/21?) We don't see loss runs for this year.</p> <p>The current broker did not provide the detail. We will continue to request and provide once received. There was no gap in coverage and no losses to the knowledge of RMD.</p>
N/A	<p>Was there a year where Finance Authority of Maine was self-insured for Cyber (3/15/20-3/15/21?) We don't see loss runs for this year.</p> <p>The current broker did not provide the detail. We will continue to request and provide once received. There was no gap in coverage and no losses to the knowledge of RMD.</p>
N/A	<p>Was there a year where Casco Bay Island Transit District was self-insured for Cyber (3/15/21-3/15/22?) We don't see loss runs for this year.</p> <p>The current broker did not provide the detail. We will continue to request and provide once received. There was no gap in coverage and no losses to the knowledge of RMD.</p>
N/A	<p>The State of Maine's self-insured coverage appears to be maximized at the \$400,000 State tort cap limit. Has the State historically purchased higher limits of coverage for catastrophic type losses?</p> <p>The purchase of higher limits would be for first party coverage only. Third party is capped at \$400K</p>
N/A	<p>What, if any, types of losses has the State of Maine (under it's self-insured \$400,000 coverage) managed?</p> <p>Maine had a claim on 9/27/16 where an employee released confidential information the total paid was \$36, 952.88.</p>
N/A	<p>How frequently do the State agencies insured by the policies in question engage with cyber carrier or vendor resources?</p> <p>Do not understand what specifically is being asked.</p>
Appendix F / Page 16	<p>Has the State of Maine participated in any onboarding calls with current carriers or utilized their vendor services?</p> <p>No.</p>

Appendix E / Page 15	<p>There have been claims submitted to Travelers (MMA Claim #'s T2011194 on 7/17/20, #T1816004 on 11/1/18) and Chubb (SOM OIT Claim #'s JY16J0537570 on 9/17/16, #KY17K2084676 on 4/18/17, #KY17K206458X on 3/22/17). Has the State of Maine had any frustrations with how the carriers handled the incidents? Was the current broker engaged in assisting with these matters? Did the State of Maine's IT team identify any controls/policies that needed improvement post-incident?</p> <p>No frustrations with how carriers handled incidents. Current broker has not been actively involved in matters. Any State incidents were corrected by training and implemented process to reduce likelihood of future event.</p>
N/A	<p>Does the State of Maine utilize common IT vendors that they prefer to use in a breach/system failure situation?</p> <p>When the State of Maine moved to a self-insured policy, we joined the multi-state RFP (led by the State of ID) for: NASPO, State of Idaho, Data Breach and Credit Monitoring IDX. The State's IT department has third party resources in place for any external investigative matters.</p>
N/A	<p>Are renewal applications currently in process of being completed?</p> <p>No, we are waiting until broker selection so that there is no duplication of efforts. All insureds understand that applications will be required to completed timely.</p>
N/A	<p>What, if any, frustrations has the state run into when placing Cyber coverage over the past 3 years? For example, limits cut, significant premium increases.</p> <p>Limit cuts, significant premium increases, no guidance on how to improve insurer interest, communication has been poor, untimely or non responsive to any requests.</p>
N/A	<p>Have your performed a self-assessment of your cyber controls?</p> <p>The State IT department does its own. Some carriers have requested these from the quasi agencies and all have participated when asked.</p>
N/A	<p>Have you experienced any issue with coverage or capacity related to cyber placement?</p> <p>Yes, limits and coverage has been reduced or removed.</p>
N/A	<p>Are there any recent items, issues or challenges you are facing your that you would like us to address in our response? Knowledge of the market, how to improve insurer interest, what steps need to be taken to address underwriting concerns.</p> <p>Recent challenges include limit cuts, significant premium increases, no guidance on how to improve insurer interest, communication has been poor, untimely or non responsive. We welcome suggestions and feedback that will enhance & expediate future processes.</p>
N/A	<p>What does the State of Maine value in a broker relationship?</p> <p>Communication, guidance, education and responsiveness as pertains to the market.</p>
N/A	<p>If you select a new broker of record, what would you like them to address immediately/on Day One?</p> <p>A full review of the current program and provide guidance on next steps as we approach upcoming renewal.</p>
N/A	<p>Have you quantified the potential financial impact of your cyber risk through loss modeling analytics?</p> <p>NO</p>
N/A	<p>Have you identified and vetted cyber incident response vendors?</p> <p>When the State of Maine moved to a self-insured policy, we joined the multi-state RFP (led by the State of ID) for: NASPO, State of Idaho, Data Breach and Credit Monitoring IDX. The State's IT department has third party resources in place for any external investigative matters.</p>