

# *CYBER EVENT REPORTING*

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User Documentation



Public Protection Cabinet/DOI  
July 2023

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## Purpose

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This application is designed to provide a tool for licensees to report a cyber event to the Kentucky Department of Insurance.

## System Business Rules

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Access to Cyber Reporting is granted in the DOI's eServices tool.

- For Companies - Annual Statement Account
- For Business Entities - Business Entity Licensing Administrator Account

# Logging In

Access is given from the DOI internet page:

<https://insurance.ky.gov/>

Click eServices here:

Contribute to the Team Eastern Kentucky Flood Relief Fund at [TeamEKYFloodReliefFund.ky.gov](http://TeamEKYFloodReliefFund.ky.gov) | For the latest information on the novel coronavirus in Kentucky, please visit [kycovid19.ky.gov](http://kycovid19.ky.gov)

**TEAM KENTUCKY**  
PUBLIC PROTECTION CABINET  
Department of Insurance

**DEPARTMENT OF INSURANCE**

If you are trying to reach Kentucky Unemployment Insurance, please go to [Kentucky Unemployment Insurance](#). If you have received fraudulent claims information, please go to [Kentucky Unemployment Insurance Report UI Fraud](#).

The Kentucky Department of Insurance regulates the Commonwealth's insurance market, licenses agents and other insurance professionals, monitors the financial condition of companies, educates consumers to make wise choices, and ensures Kentuckians are treated fairly in the marketplace.

Contact us at 502-564-3630 or click here for more contact information.  
Call DOI toll free at 800-595-6053 for assistance.

Consumers Licensees Insurers **eServices**

Contact the Department of Insurance

HOW DO I? LATEST NEWS QUICK LINKS

Click here to load credentials to access the proper eServices account.

**Attention eServices Users**

eServices has transitioned to the Kentucky Online Gateway (KOG) for user credentials (ID and password) and login functionality. [click here](#) for more information on KOG.

**Account Setup Instructions - Please Read**

- Business Entities
- Insurers
- Individuals
- Consumers
- Received an Email Invitation
- Individuals with Permission Issue

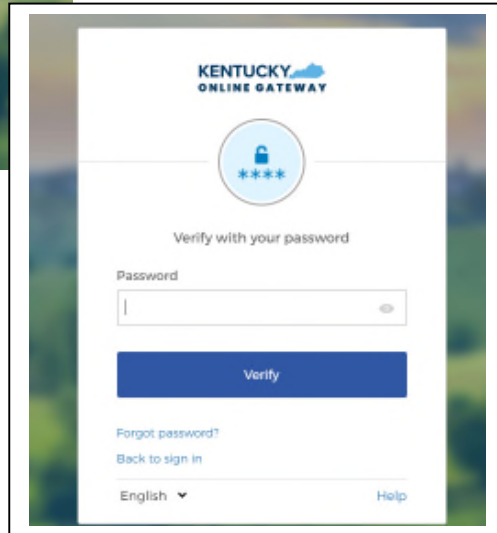
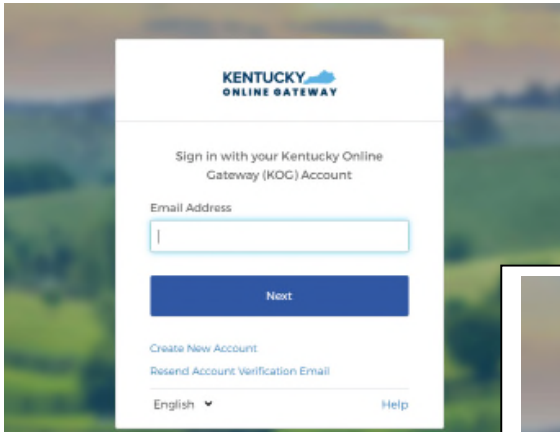
**If you have created an account before September 23rd 2019, Your Username and Password will not work. You have to register by clicking on Create Account.**

Click below to Create a KOG eServices account OR Click below to Request a new role, or Add new Entities OR Click below only if you have successfully created an account with Kentucky Online Gateway (KOG).

[Create Account](#) [Request New Roles](#) [Login to eServices](#)

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Enter the proper email and password:



The eServices menu will display with this option.



If you cannot access your account, you will need to reach out to Kentucky Online Gateway for assistance:

<https://kog.chfs.ky.gov/public/Help>

# Reporting a New Event

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After the user accesses the eServices menu and clicks “Report Cyber Security Event”, this page will present:

- The User will need to complete 12 sections
- All fields marked with a **red \*** are required fields

**CYBER SECURITY EVENT**

**Section 1. Event Dates**

Estimated Event Occurance Dates:

Event Discovered Date: \*

**Section 2. Event Type (Check all that apply) \***

Data Theft by Employee/ Contractor     Hackers/ Unauthorized Access     Lost During Move     Phishing

Improperly Released/ Exposed/ Displayed     Stolen Laptop(s)     Computer and Equipment     Improperly Disposed

Other

Other Event Type Description: \*

**Section 3. Circumstances surrounding the Cybersecurity Event**

How was the information exposed, lost, stolen, or accessed? Include the identity of the source of the Cybersecurity Event, if known. (Maximum 3500 characters)

How was the Cybersecurity Event discovered? (Maximum 3500 characters)

What actions are being taken to recover lost, stolen or improperly accessed information? (Maximum 3500 characters)

**Section 4. Third-Party Involvement**

Did the Cybersecurity Event occur within the information / systems maintained by the licensed entity or individual reporting the Cybersecurity Event or within the information / systems maintained by a third-party service provider?

Name of the Third-Party Service Provider:

Description of the Third-Party Service Provider (Maximum 1000 characters)

What were the specific roles and responsibilities of the Third-Party Service Provider? (Maximum 1000 characters)

**Section 5. Information Involved (Check all that apply)**

Demographic Information  Health Information  Financial Information  Other

Was the electronic information involved in the Cybersecurity Event protected in some manner? \*  Yes  No  N/A It involved paper records only

Describe the efforts being undertaken to remediate the situation which permitted the Cybersecurity Event to occur (Maximum 3500 characters) \*

**Section 6. Number of Individuals / Entities Affected**

Number affected nationally \*  Number affected in Kentucky \*

**Section 7. Business-Related Information**

If the licensee's own business data was involved, please provide details about the type(s) of data involved (Maximum 3500 characters)

**Section 8. Notification Requirements**

Is a notice to impacted Kentucky residents / entities required under Kentucky or federal law? \*  Yes  No  Unknown

**Section 9. Law Enforcement**

Has a police report been filed? Has any regulatory, governmental, or other law enforcement agency been notified? (If yes, please attach documentation of report / notification unless already provided to the KYDOI.) \*

Police Report: \*  Yes  No  Will be responding on a subsequent date

Regulatory Agency: \*  Yes  No  Will be responding on a subsequent date

**Section 10. Contact Information of Individual Familiar with Cybersecurity Event and Authorized to Act on Behalf of the Licensee**

First Name: \*  Last Name: \*

Title: \*

Address Line 1:  Address Line 2:

Postal Code:  State:  City:

Telephone: \*  Fax:  Email: \*

[Continue](#)

When all data has been properly entered, click “Continue” to proceed to Sections 11 and 12.



The user **must** provide three items.

- A report of the results of any internal review identifying a lapse in either automated controls or internal procedures, or confirming that all automated controls or internal procedures were followed.
- A copy of the licensee's privacy policy
- A statement outlining the steps the licensee will take to investigate and notify consumers affected by the Cybersecurity Event.

Section 11. Upload documentation

Items to Attach:

1. A report of the results of any internal review identifying a lapse in either automated controls or internal procedures, or confirming that all automated controls or internal procedures were followed.
2. A copy of the licensee's privacy policy.
3. A statement outlining the steps the licensee will take to investigate and notify consumers affected by the Cybersecurity Event.

Select Document Type \*   No file chosen

(Maximum file size is 20MB, multiple files can be uploaded)

Select Document Type \*   No file chosen

(Maximum file size is 20MB, multiple files can be uploaded)

Document Name	Document Type	
Testing 2.pdf	Investigation Outline	
Testing 3.pdf	Privacy policy	
Testing 3.pdf	Internal Review Document	

Select the document, click choose file, and upload the document. It will be written to the record. You may remove a record uploaded in error by using the icon...

The licensee must attest to the accuracy of the data submitted.

**Section 12. Attestation**

I attest, to the best of my knowledge, that the information submitted on this form is true and correct to the best of my information and belief. By submitting this form, I am acknowledging that I am authorized to submit this form on behalf of the licensee or company. I further understand and agree that Section 38-99-60 of the Kentucky Code of Laws affords confidential treatment to certain information submitted to the KYDOI in accordance with Chapter 99. However, I understand that under state or federal law, the Kentucky Department of Insurance may be required to release statistical or aggregate information provided in this cybersecurity event notification. I acknowledge that copies of consumer notices may also be made available via the Department's website and the Department may also make available summary information related to cybersecurity events requiring public notification such as the identity of the licensee or third-party service provider, the number of individuals affected, the actions taken by the licensee to remedy the cybersecurity event and services available to consumers. I understand that Section 38-99-60 also gives the Director the authority to use the documents, materials or other information furnished by a licensee or someone acting on the licensee's behalf in furtherance of regulatory or legal actions brought as a part of the director's duties.

I Agree

Continue

Click "Continue" to complete the process.

The final page will present.

**TRANSACTION DETAILS**

	DOI ID	Name	Contact Name	Event Discovered Date
1	300999	Anthem Health Plans of Kentucky, Inc.	TEST TEST	7/5/2023

Add More Events   Submit Transaction

Click "Submit Transaction" to complete the reporting.

A confirmation email will be sent with the Transaction ID to the filer.

## Reviewing/Updating a Cyber Event

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To update a submitted event, re-enter eServices (access is explained above).



A list of all reported event will present. Click the last submitted record in the event to update.

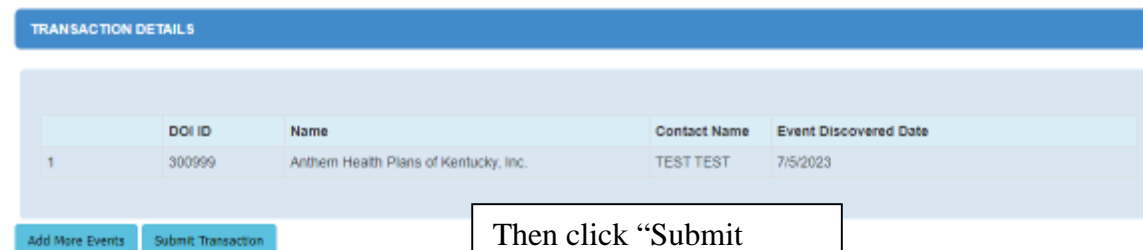
	Event ID	Event Discovered Date	Contact Name	Title	Status	Status Date	
<a href="#">View Details</a>	66	8/2/2022	Oliver BorderCollie	CEO	Submitted	8/9/2022	
<a href="#">View Details</a>	66-1	8/2/2022	Oliver BorderCollie	CEO	Submitted	8/9/2022	
<a href="#">View Details</a>	66-2	8/2/2022	Oliver BorderCollie	CEO	Submitted	8/10/2022	
<a href="#">View Details</a>	66-3	8/2/2022	Oliver BorderCollie	CEO	Submitted	8/30/2022	<a href="#">Update Event Data</a>

Click this control to display the last/best record to update.

**NOTE:** A user **will not** be able to alter a closed event.

The list will show all event records submitted, so a history of the submission displays.

After the data has been altered, click “Continue” to proceed to completion.



Then click “Submit Transaction” to finalize.

A confirmation will be sent to the user the transaction is complete.

## Questions?

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Should you have technical questions regarding Cybersecurity submissions, email [DOI.CommissionerOffice@ky.gov](mailto:DOI.CommissionerOffice@ky.gov) for further details. If you have an IT problem/question, email [DOI.ISHelpDesk@ky.gov](mailto:DOI.ISHelpDesk@ky.gov).