

7 things your cyber insurer will ask at renewal

Cyber insurance renewal forms have changed. Insurers now ask specific technical questions and price the policy, or decline it, on the answers. These are the seven that come up on almost every Australian renewal. Work through them with whoever looks after your IT before the form arrives, not after.

1 Is multi-factor authentication on for every account, including email and remote access?

This is the first question on most forms and the one most often answered wrongly. **Every account means every account**, including shared mailboxes, admin logins and the remote access your IT provider uses.

2 When did you last test restoring from backup, and is a copy held offline?

Having backups is not the question. **Restoring from them, on a date you can name, is.** Insurers want a copy an attacker with your admin password could not delete.

3 Who is watching your systems at 3am, and how fast do they act?

Antivirus is no longer enough for most policies. **Managed detection and response with human analysts** is becoming the expected answer, with response times you can put in writing.

4 How quickly are security patches applied, and who checks?

Most forms ask for a number of days. **If the honest answer is "when someone remembers", write that down now** and fix it before renewal, because it is the cheapest item on this list.

5 How many people have admin rights, and do they use them day to day?

Insurers look for separate admin accounts used only when needed. **A director who is a global admin on the account they read email from** is the example they are hoping not to find.

6 When did staff last do security awareness training and a phishing test?

A date and a result. **Once a year with a recorded completion rate** satisfies most policies; "we send reminders" does not.

7 Do you have a written incident response plan, and has it been rehearsed?

One page is enough: who to call, what to switch off, who talks to clients. **The insurer wants to see it existed before the incident**, and that someone other than the IT provider knows where it is.

Not sure how you would answer these?

A REDD engineer will go through your renewal form with you, show you where you would fail today, and price the fixes so you can decide before you sign. Twenty minutes, no obligation, and the findings are yours either way.

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