



# Cyber Risks & Insurance for Brokerages

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## **Rob McLeod, CIP, CAIB**

Axis Insurance Managers

**E-mail:** [rob.mcleod@axisinsurance.ca](mailto:rob.mcleod@axisinsurance.ca)

**Phone:** 778-228-1789

## **Mairon Batista**

BCREA Director of Technology

**E-mail:** [mbatista@bcrea.bc.ca](mailto:mbatista@bcrea.bc.ca)

**Phone:** 604-803-3927



# Agenda

- Cyber risks for REALTORS® and brokerages
- How hackers operate
- Risk management
- What to do if you suspect a breach
- Insurance coverage gaps for cyber attacks
- Insurance solutions

# Cyber risks for brokerages and Realtors

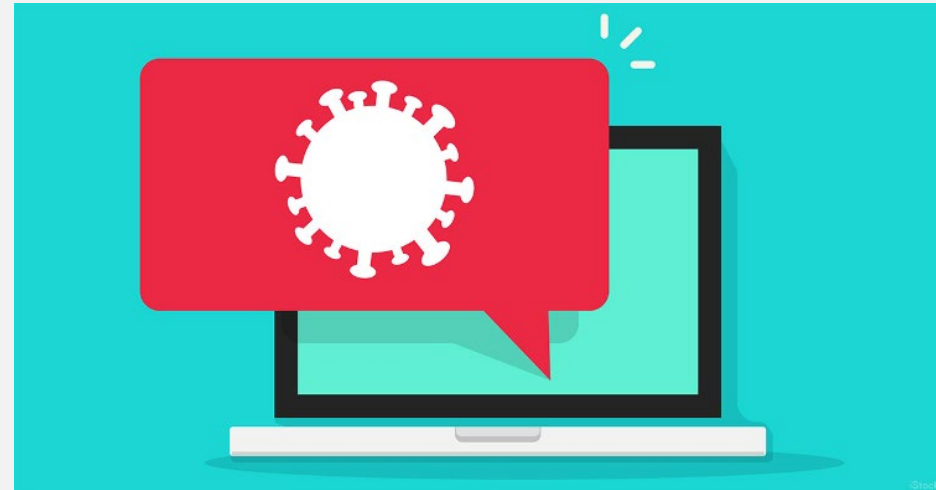
- How would your brokerage be impacted if you were shut down for three weeks?
- Privacy breach and notification laws
  - How many personal records do you have?
- Stolen funds
  - Social engineering
  - Fund transfer fraud

# How Hackers Operate

- Denial of Service
- Credit card and password theft
- Phishing attacks
- Ransomware and Viruses
- Social engineering

Last year, cybercrimes increased

# Cybersecurity Statistics



424%

There is a hacker attack every



**39**  
**seconds**

**Cybersecurity  
Statistics**

# Cybersecurity Statistics

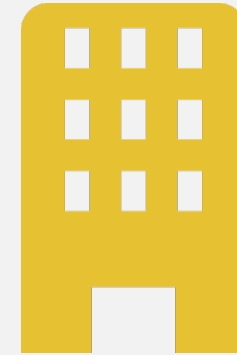
**Cybercrime damage projection  
per year**



**US\$ 8 trillion in  
2023**

**up from US\$ 3 trillion in  
2015**

# Cybersecurity Statistics



**66 %**

of SMB are affected by  
Cyber-attacks and data  
breaches

**60 %**

of small companies  
go out of business  
within six months of  
a Cyber-attack



## Average cost of an attack

# Cybersecurity Statistics



**US\$ 3 million**

# Cybersecurity Statistics

**Information loss is the most expensive component of a cyber attack**



**43% of costs**

**e-mail is the primary method of threats delivery**



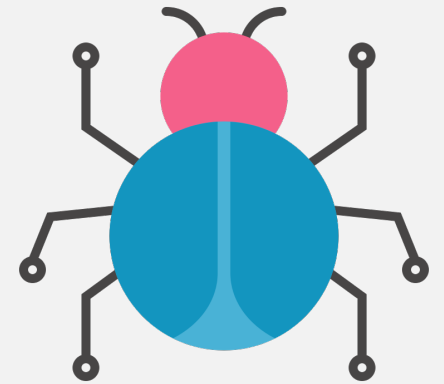
**91%**

## Cybersecurity Statistics

Viruses created by hackers  
every day

Cybersecurity  
Statistics

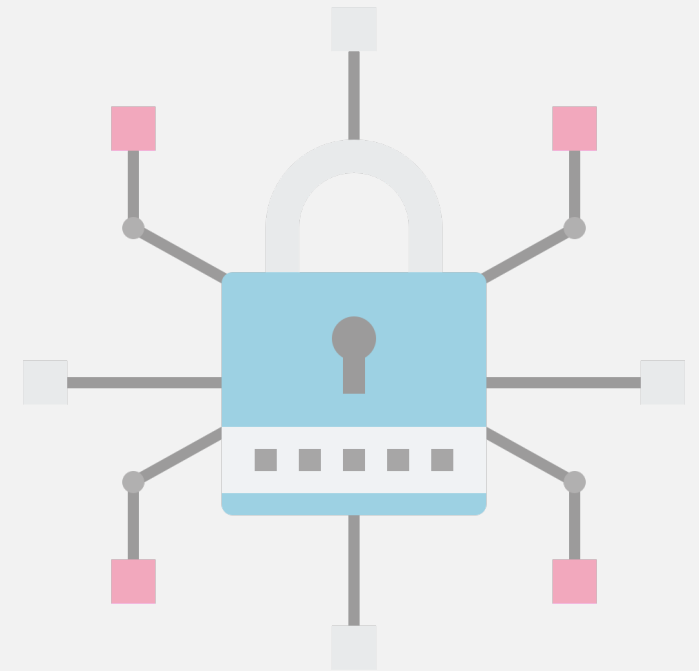
250,000



# Cybersecurity Statistics

By 2031,  
Ransomware attacks will occur every

**2 seconds**



# Cybersecurity Statistics

**91% of  
Small Business**  
don't have cyber liability insurance.

# Cybersecurity Statistics

## Humans Matter



**60 %**

of breaches

**Human error**

**88 %**

Of employees

**lack awareness**

# Cyber risk management

## Talk to your IT provider





# Cyber risk management

## Always backup your data



- . Regularly back-up critical data and systems.
- . Ensure backups are tested
- . 3-2-1 backup strategy
  - . 3 copies of your data
  - . 2 on different media
  - . At least 1 offsite

# Cyber risk management

## Protect from Viruses

- . Install a good Anti-virus software
- . Keep antivirus software up-to-date
- . Scan external USB drives before opening

# Cyber risk management

## Account protection

- . Use long, complicated passwords
- . Use phrases or a combination of letters, numbers, and symbols.
- . Do not use the same password for multiple accounts
- . Consider using a password manager

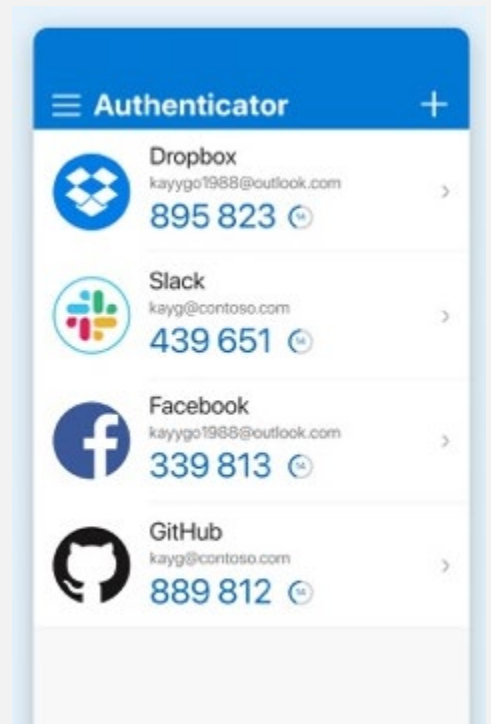


# Cyber risk management

## Account protection



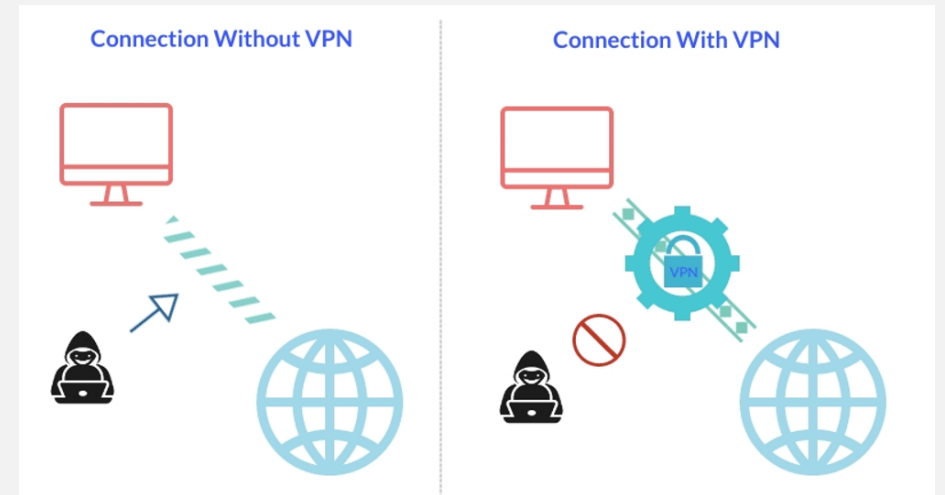
**Use MFA**  
(multi-factor authentication)



# Cyber risk management

## Account protection

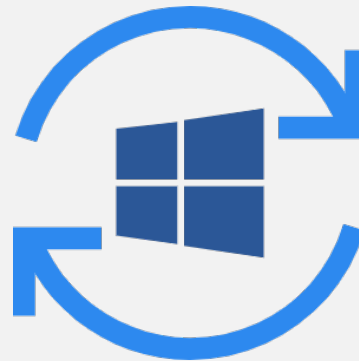
### Use a VPN



# Cyber risk management

## Ransomware protection

Keep your operating system and programs patched and up-to-date



# Cyber risk management

## Ransomware protection

Avoid clicking on links in texts or attachments from unknown senders



# Cyber risk management

## Protect from Phishing

- . Look at the email address, not just the sender
- . Pay attention to poor spelling and grammar
- . Pay attention to messages that create a sense of urgency



# Cyber risk management

## Cyber Security Awareness Training

Regularly learn and have training in Cyber Security for you and your staff

**80 %**  
Increase in awareness



# What to do if you suspect a breach?

- Talk to your IT provider
- Many cyber insurance providers provide a plan and a breach response team.

# Cyber insurance

A service that is backed by insurance:

- System monitoring
- Security notifications
- Breach response plan

# Cyber insurance gaps

- Cyber insurance on office insurance policy.
- Is coverage extending to agents?
  - Are your agents looking for this coverage?

# Brokerage Insurance

## Brokerage & REALTORS® Insurance

- Cyber insurance – available for REALTORS® online.
- Vicarious liability
- Excess Errors & Omissions
- General Liability (slip & fall) for REALTORS®
- Offices and buildings

# Thank You

More information on the Axis insurance program can be found here:

<https://realtor.axisinsurance.ca/>

To speak to someone about your brokerage's specific insurance needs, please contact:

Rob McLeod, CIP, CAIB  
Senior Vice President, Professional & Financial Lines  
Axis Insurance Managers Inc.

E-mail: [rob.mcleod@axisinsurance.com](mailto:rob.mcleod@axisinsurance.com)  
Phone: 604-629-2680