



DECEMBER 17, 2018

NOTES FROM THE PLAYBOOK: CYBERSECURITY REGULATIONS

In the wake of several highly-publicized cyberattacks on Fortune 500 companies, in which the personal information of millions of Americans was compromised, many states have enacted Cybersecurity Regulations. These regulations require entities that have licenses within the state to establish and maintain a cybersecurity program to protect their system and the data of its customers. As a licensed insurance broker in these states, Graham Company is required to comply with these regulations.

Most of these efforts will be accomplished behind-the-scenes, with one exception: Graham is required to send Personal Health Information (PHI) or Personally Identifiable Information (PII) encrypted when distributing it outside of the company. To satisfy this requirement, we will utilize Zix, a security technology company, to send emails that require encryption.

We understand that most businesses have Transport Layer Security (TLS) delivery and hope any impact to our customers is minimal. However, we do realize that this may present an administrative nuisance, and for those negatively impacted, we apologize for this inconvenience.

Apart from the legal obligation to comply with all Cybersecurity Regulations, at Graham Company, we fully embrace the importance of protecting the security of our customers' private information. We will continue to search for encryption solutions that minimize the impact upon our customers and achieve the same level of security for confidential information that we currently have in place with the Zix product.



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