

## FAQ on Data Loss Protection Guidelines

1. Can the guidelines provide step-by-step guide to
  - a. encrypt the devices
  - b. locate remote wipe features on iPhones and Android phones

ISCCS: This guideline is meant to provide the agents with a minimum security controls for which the agents can implement to secure their devices and data in it. Member companies are free to implement stringent or tighter security requirements to their agents.

The “how to” implementation of the security controls was never a part of the objective of this guideline. Member companies are expected to support their agents in implementing this guideline.

2. Can provide the list of encryption software or solutions that meet the requirements?

ISCCS: As there are many different methods or means to achieve the objectives. The team will not dictate the course of action but leave it to the agents and insurers to explore best suitable solution and software basing on their requirements and cost.

3. Can the guideline recommend not using or prohibiting the use of cloud based storage?

ISCCS: No. However, member companies can implement stringent or tighter security requirement to their agents.

4. With reference to the security patching for OS and software, can the guideline be specific on when patches must be installed?

ISCCS: The timeline to install security patches was not defined so to allow the insurers and agents time to verify that the patches have no adverse impact to their applications or software.

Each insurer should define the timeline basing on its patching cycle/period.

5. What about avenue for agents to seek dispensation for not complying with Guideline?

ISCCS: In the event that a device is compromised, data belonging to the insurer will be lost and the reputation of the insurer will be affected. As such, the insurer, not ISCCS, would be the appropriate party to determine if a dispensation should be granted.

6. Should the FA/FC require clarification on the guidelines or guidance on complying with the guidelines is there a centre or party that can help the FA/FC?

ISCCS: As member companies are expected to support their agents, it is recommended that the insurer to setup a communication channel or the existing communication channel with agents be utilized to address queries on the guidelines.