

Building cyber skills with CSIO's Enhanced Cyber Program

By Simon Pang, Manager, Standards and Business Operations (MSBO), CSIO

Fraud and scams, the most common forms of cybercrime, cost Canadian businesses \$567 million in 2023, according to the Canadian Centre for Cyber Security's most recent threat assessment. The Centre estimates the frequency of cybercrime events such as ransomware has only increased since then, as fraudsters' operations continue to get more sophisticated. Findings like these can be concerning, but increasing your awareness of cybercrime through education is an excellent way to protect your brokerage and personal information.

Centre for Study of Insurance Operations (CSIO) is Canada's industry technology association of property and casualty insurers, vendors and more than 43,000 brokers. A key component of our broker value offerings is free, accredited education, which includes the

Cybersecurity Education Program. Insurance Brokers Association of Saskatchewan (IBAS) members are automatically CSIO members and can register for an account in minutes at csio.com.

Our Cybersecurity Education Program was launched in August 2024 to provide insurance professionals with the tools to spot and stop cyber threats. Topics covered include ransomware, phishing, various forms of social engineering, cyber-attack simulations and more. The program was recently enhanced to help brokers further build on their cyber knowledge and enjoy a flexible learning experience. As fraudsters' operations get more sophisticated, CSIO's Cybersecurity Education Program is evolving to help you stay ahead of cybercrime trends. With the enhanced Cyber Program, you can now earn up to

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three continuing education (CE) hours by completing all three tiers:

Foundational: An introduction to fundamental concepts, tools and best practices in cybersecurity, from the basics of phishing to data protection.

Advanced: A deeper understanding of cybersecurity techniques, such as safe browsing and recognizing malware.

Expert: In-depth mastery of cybersecurity principles and the chance to learn more about cyber best practices at home.

Each tier is accredited for one CE hour in Saskatchewan. Brokers can complete each tier at their own pace by pausing and resuming modules as needed. Once

completed, you will receive a celebratory logo for each tier to share your achievement on social media.

In addition to the Cybersecurity Education Program, a CSIO account also provides access to more than 25 accredited courses about current industry topics such as cyber, generative AI and insurance fraud. See CSIO's events calendar, as we regularly host free, accredited webinars led by industry experts. Visit csio.com to register and follow CSIO on LinkedIn for real-time news and updates.

Simon Pang is Manager, Standards and Business Operations at the Centre for Study of Insurance Operations (CSIO). He holds his Chartered Insurance Professional (CIP) and Accredited Customer Service (ACS) designations from the Insurance Institute. ■



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