

MIIA Cyber Incident Response

If there is a possible Cyber claim or incident, it is important to report it immediately to: MIIAClaims@mma.org or call (800) 526-6442.

Include who is the best contact person, as well as your IT contact and Executive Officer, for example; Mayor, Town Administrator or Town Manager.

DO NOT engage with any Ransom or Cyber extortionists on your own.

We've partnered with Tokio Marine who specializes in Cyber claim management, they will contact you immediately, within 24 hrs. They will determine what exposures there may be and will assign any vendors for specialized handling based on your specific needs, such as;

- ✓ Breach Coach
- ✓ IT/Forensic Specialists
- ✓ Defense Counsel

If you have a general or specific inquiry you can reach out

Mr. Thomas Chouinard, Claims Mgr
(781) 939-6890
tchouinard@mma.org

Ms. Casey Byrne, Claims Rep.
(781) 939-6856
cbyrne@mma.org

For Additional Resources, please visit:

MIIA Risk Management Resources
https://www.emiia.org/risk-management-resources/124/category

MassCyberCenter
https://masscybercenter.org/municipalities

MIIA Nonprofit Locally based Member driven
Serving Massachusetts communities since 1982