



UNIVERSALLY APPLICABLE BULLETIN NO. 3

TO: ANYONE ENGAGED IN ANY ASPECT OF THE BUSINESS OF INSURANCE IN DELAWARE INCLUDING BUT NOT LIMITED TO INSURERS, INTERMEDIARIES INCLUDING PRODUCERS (AGENTS, BROKERS AND DIRECT WRITERS), AND UNDERWRITERS, and ANY CONTRACTORS OF THESE ENTITIES

RE: Department's Request that the Department be Notified of a Data Breach or Other Disclosure of Confidential Consumer Information

DATED: September 22, 2017

The protection of consumer information is critically important. The Department is often on the front lines of consumer inquiries when confidential consumer information is disclosed or otherwise made public.

To enable the Department to provide accurate responses to inquiries from consumers and other insurance industry stakeholders, the Department requests that, as a courtesy, it be informed within 24 hours of any suspected unauthorized data release, even if that release is inadvertent.

The Department requests that companies who mail information to their consumers do so in closed-faced envelopes. Using windowed envelopes is not conducive to maintaining the confidentiality of consumer information, and can actually lead to the inadvertent disclosure of that information.

Any questions, comments or requests for clarification about this bulletin should be emailed to consumer@state.de.us.

This Bulletin shall be effective immediately and shall remain in effect unless withdrawn or superseded by subsequent law, regulation or bulletin.

A handwritten signature in blue ink that reads "Trinidad Navarro".

Trinidad Navarro
Delaware Insurance Commissioner

NOTE: This Bulletin is intended solely for informational purposes. It is not intended to set forth legal rights, duties, or privileges, nor is it intended to provide legal advice. Readers should consult applicable statutes and rules and contact the Delaware Department of Insurance if additional information is needed.