



Cyber Security Awareness Reimbursement Program FAQ

Question: What is this program and why was it created?

Answer: The insurance industry and the WCRP have seen a significant increase in cyber claims, and this is expected to continue, and even increase. The WCRP is always seeking programs that give members the resources, financial or educational, that helps reduce risks, which reduces claims costs, which reduces the premiums we pay to insurers.

Question: How does it work?

Answer: WCRP will reimburse members annually for their subscriptions to KnowBe4 at the [Diamond Level Package](#) pricing or a similar cyber security training and awareness program after October 1 of each year.

Question: What is KnowBe4 and what products and services do they offer?

Answer: Knowbe4 is a cyber security awareness training and simulated phishing platform providing user training on how to make smarter security decisions. Click [here](#) for more information.

Question: What is the Diamond Level Package and what does that include?

Answer: Please check out the package comparisons on [KnowBe4's website](#) to see what is included in the Diamond Level Package. The special pricing offered to WCRP members can be found on the [KnowBe4 Pricing Sheet](#), which provides a per-employee cost with the three-year discount applied. The WCRP will reimburse for the total number of users at the per-employee price that your county falls into.

Question: Will you reimburse for the PhishER or other add-ons?

Answer: At this time, we are only approving reimbursement for the total number of users at the per-user cost at the Diamond Level pricing and any add-on services, including PhishER, will not be reimbursed.

Question: Can we enter into a multi-year contract?

Answer: The WCRP Cyber Security Awareness Reimbursement Program was approved for the next three fiscal years (2021-2022; 2022-23; 2023-24). Because the pricing is discounted when selecting a three-year contract, the WCRP strongly recommends your county enter into a three-year contract.

Question: If we enter into a 3-year agreement and pay for the entire three years all at one time, will we be reimbursed?

Answer: WCRP will only reimburse for one year at a time and we will issue the reimbursement after October 1 of each year. Depending on your contract, you may be able to make annual payments on a three-year agreement. You should contact KnowBe4 or your chosen vendor to discuss this further.

Question: What documents do we need to submit for reimbursement?

Answer: Your county's Risk Manager should submit the invoice with the [WCRP Cyber Security Awareness Reimbursement Request Form](#) to WCRP's Member Services Department at MemberServices@wcrp.wa.gov.

Question: Can we go directly through KnowBe4 or should we use a re-seller?

Answer: While going through a re-seller is not prohibited, we strongly encourage you to go directly through KnowBe4 to receive the best pricing and applicable discounts.

Question: Who is the contact at KnowBe4 for questions, demonstrations, pricing, and payment options?

Answer: Please contact Michael Hauch, KnowBe4 Account Executive, at 727-304-3598 or e-mail him Mhauch@knowbe4.com.

Question: Must we use KnowBe4?

Answer: No. While KnowBe4 is an excellent service and is recommended, the WCRP will reimburse for other similar and approved cyber security awareness services. As we learn more about other providers of this service, we will include them in our list of optional providers of this service that are approved for the reimbursement program.