

NICB REFERENCE MANUAL

NICB Secure FileXchange for NICB Members

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NICB Secure FileXchange for NICB Members

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The NICB Secure FileXchange Queue

> NICB Secure FileXchange Overview

NICB Secure FileXchange is an application within ISO ClaimSearch® that provides a secure location from which your company and NICB can share claim material. Your company will be able to utilize this application to send claim material files to and receive them from the NICB. NICB personnel can also facilitate such an exchange between your company and another NICB member company via this service.

The security of member data is among the highest of priorities for the NICB. Claim material often contains Personally Identifiable Information (PII) and other types of extremely sensitive data that must be protected. The Secure FileXchange service replaces the inconsistent and sometimes insecure delivery methods of the past by providing a standard, safe location for claim material. Secure FileXchange reflects the NICB's firm commitment to information security and the protection of member data.

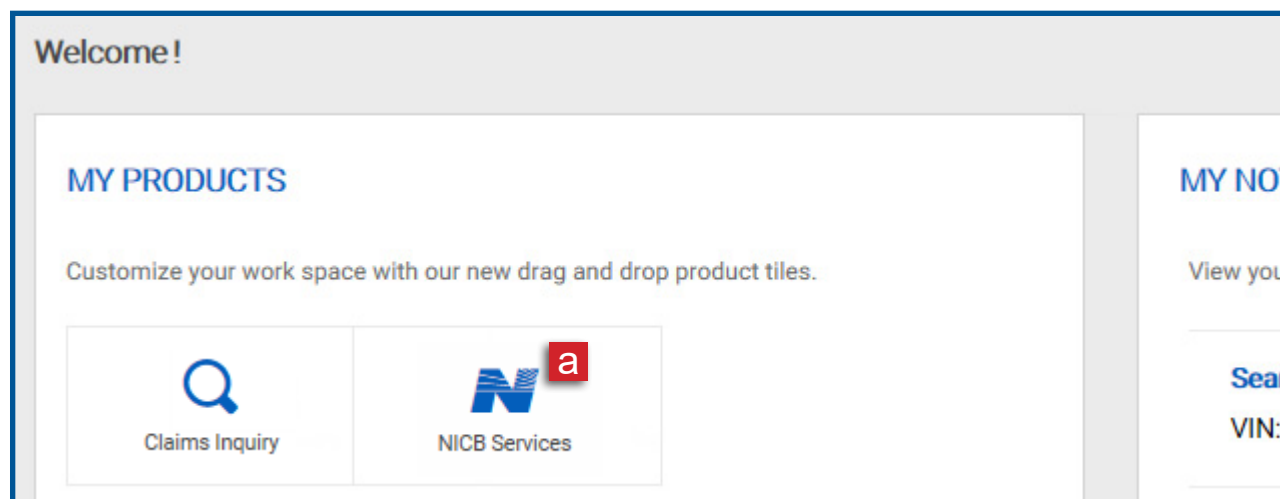
While the secure location provided by Secure FileXchange is a critical upgrade over previous solutions, nearly the entire file request workflow will remain the same as before. NICB personnel will continue to communicate with your company via phone or email to coordinate the exchange of claim material and to verify that such material has been sent or received.

All claim material requests will appear in a list called the *Secure FileXchange Queue*. Each claim in this queue will have its own secure folder in which your company can upload NICB-requested claim material files or download NICB-provided claim material files.

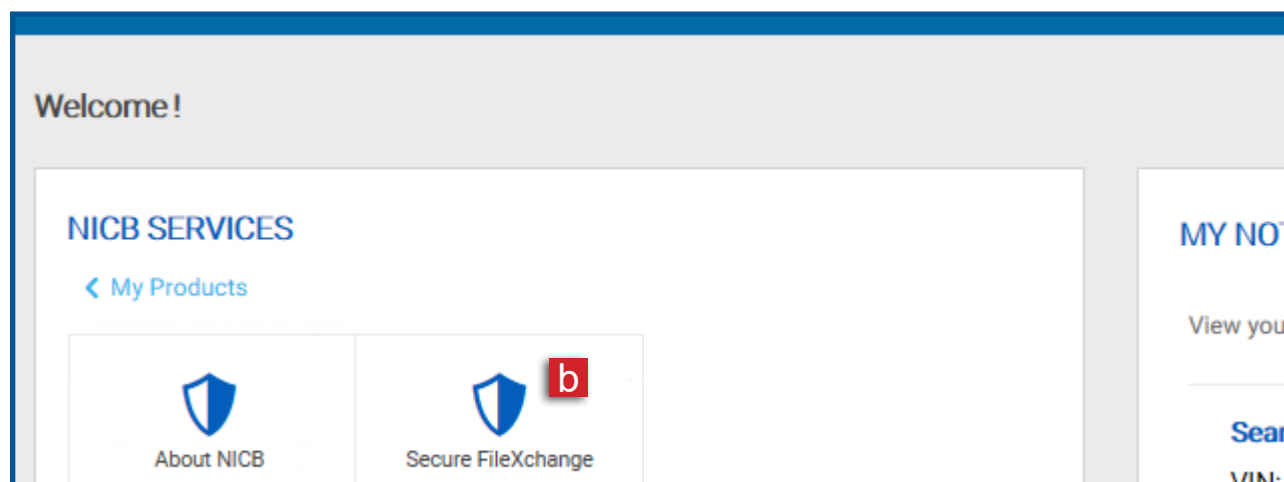
> Accessing the Secure FileXchange Queue

To access the Secure FileXchange Queue:

- 1.) Navigate to ISO ClaimSearch (claimsearch.iso.com) and log in
- 2.) Click on the *NICB Services* tile [a] in the My Products menu



3.) Click on the *Secure FileXchange* tile [b] in the NICB Services menu



4.) Your Secure FileXchange Queue will open

The screenshot shows the NICB Secure FileXchange Queue for a sample user. The header includes the NICB logo and the text "NICB Secure FileXchange for Sample User". Below the header, there's a paragraph explaining the process. The main content is a table titled "Below is your queue of NICB Secure FileXchange requests".

NICB Secure FileXchange for Sample User

The NICB Secure FileXchange process allows NICB member companies to securely provide requested claim material to other member companies/law enforcement via ISO ClaimSearch®. A member company that approves the request can upload requested files to the provided secure folder within ISO ClaimSearch®, where the NICB can safely receive the files. When appropriate (and with member company approval), the NICB will then securely provide the files to the requesting member company or law enforcement. For question or help, please contact NICB Technical Support at 1.800.447.6282, extension 1000 or email techsupport@nicb.org.

Below is your queue of NICB Secure FileXchange requests

DATE FOLDER CREATED	MATERIAL HANDLING	NICB CONTACT	CLAIM NUMBER	DATE OF LOSS	CLAIM COMPANY NAME	SECURE FOLDER
08/07/2018	Upload to	JOHN NICB	SAMPLE123456	01/05/2016	EXAMPLE INS.	Secure Fo

Each ISO ClaimSearch user from your company will have their own Secure FileXchange Queue.

The queue is a collection of all claim material requests made within the last 90 days. It will list requests initiated by the NICB (your company → NICB) as well as those initiated by your company (NICB → your company).

Once claim material has been requested, the request will be added to the Secure FileXchange Queue of both parties (the user who requested the claim material and the user from whom the material is being requested).

The Secure FileXchange Queue features eight columns which provide information about each request:

NICB
NATIONAL INSURANCE CRIME BUREAU

Secure FileXchange

NICB Secure FileXchange for Sample User

The NICB Secure FileXchange process allows NICB member companies to securely provide requested claim files to the other member companies/law enforcement via ISO ClaimSearch®. A member company that approves the claim file request uploads requested files to the provided secure folder within ISO ClaimSearch®, where the NICB can safely retrieve them. When appropriate (and with member company approval), the NICB will then securely provide the files to the requesting law enforcement. For question or help, please contact NICB Technical Support at 1.800.447.6282, extension 7003 or techsupport@nicb.org.

Below is your queue of NICB Secure FileXchange requests

a DATE FOLDER CREATED	b MATERIAL HANDLING	c NICB CONTACT	d CLAIM NUMBER	e DATE OF LOSS	f CLAIM COMPANY NAME	g SECURE FOLDER	h DATE FOLDER EXPIRES
08/07/2018	Upload to	JOHN NICB	SAMPLE12345	01/05/2016	EXAMPLE INS.	Secure Folder	11/05/2018

Date Folder Created [a]

The date on which the Secure Folder for this request was created

Material Handling [b]

The specific file transfer activity will be listed here (*upload to* NICB or *download from* NICB)

NICB Contact [c]

The NICB user who is involved with this request

Claim Number [d]

The insurance company claim number pertaining to the claim material requested

Date of Loss [e]

The Date of Loss for this particular claim

Claim Company Name [f]

The insurance company listed on this claim

Secure Folder [g]

This link directs you to the secure folder containing the requested material (see next page)

Date Folder Expires [h]

The date on which the Secure Folder will expire and no longer appear in the queue. Each Secure Folder will be available for 90 days after its request date [a]

Uploading Claim Material

> Accessing the Secure Folder

Each request listed in the Secure FileXchange Queue has its own folder in which the requested claim material files are uploaded, stored, and downloaded.

To access this folder, click the *Secure Folder* link [a] that is in the same row as the specific request you wish to open:


NICB Secure FileXchange for Sample User

The NICB Secure FileXchange process allows NICB member companies to securely provide requested claim files to the other member companies/law enforcement via ISO ClaimSearch®. A member company that approves the claim file request uploads requested files to the provided secure folder within ISO ClaimSearch®, where the NICB can safely retrieve them. When appropriate (and with member company approval), the NICB will then securely provide the files to the requesting law enforcement. For question or help, please contact NICB Technical Support at 1.800.447.6282, extension 7003 or techsupport@nicb.org.


Below is your queue of NICB Secure FileXchange requests

DATE FOLDER CREATED	MATERIAL HANDLING	NICB CONTACT	CLAIM NUMBER	DATE OF LOSS	CLAIM COMPANY NAME	SECURE FOLDER	DATE FOLDER EXPIRES
08/07/2018	Upload to	JOHN NICB	SAMPLE12345	01/05/2016	EXAMPLE INS.	Secure Folder a	11/05/2018

The requested claim material's Secure Folder will open:


Secure File

NICB Secure FileXchange request for Sample 12345

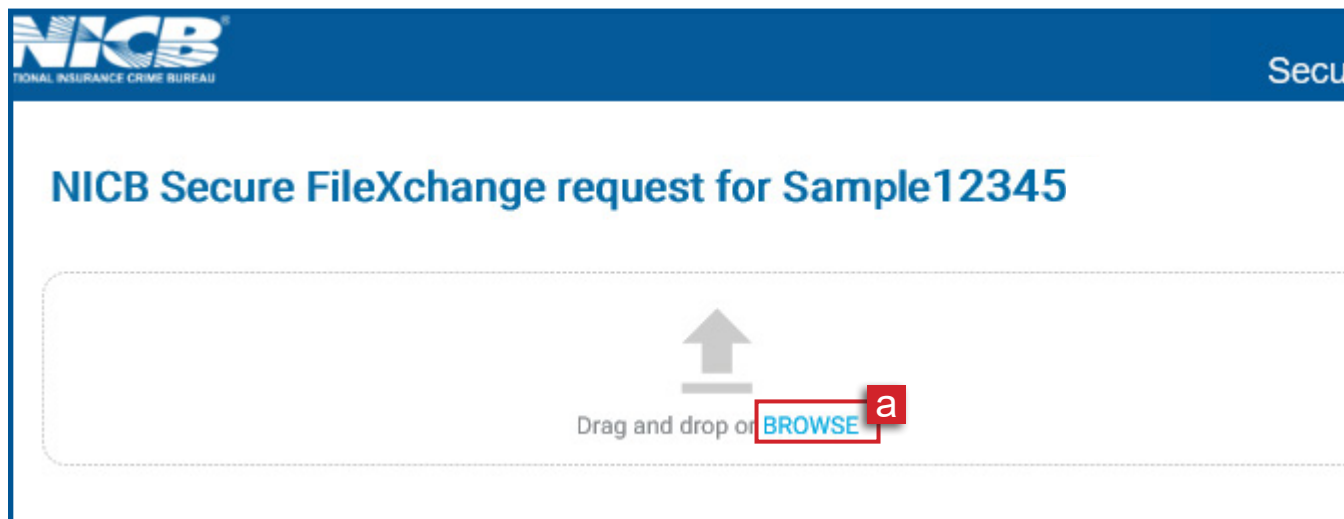


Drag and drop or [BROWSE](#)

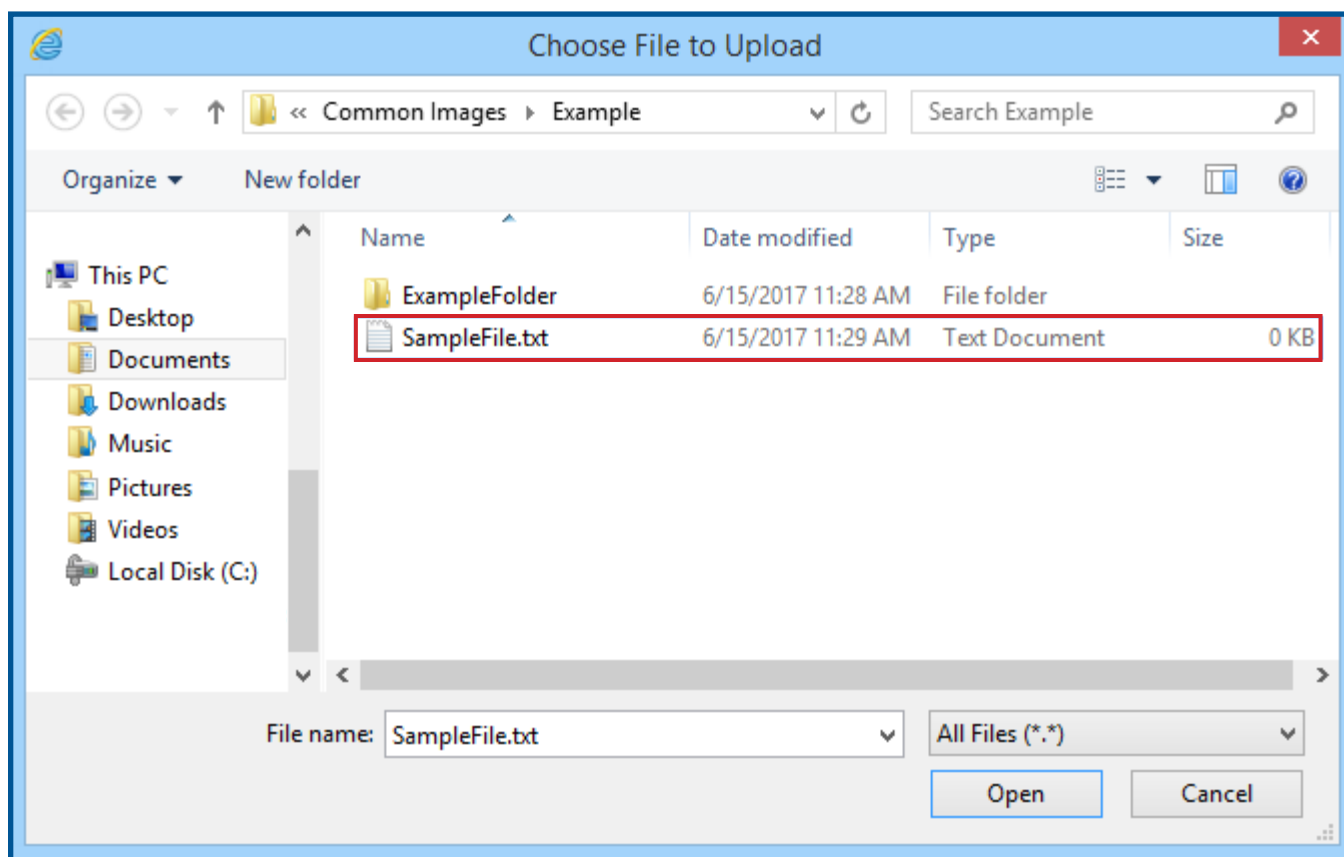
> Uploading Claim Material to the Secure Folder

To add requested claim material to the Secure Folder:

- 1.) Click the *BROWSE* link [a]. You may also drag-and-drop files (see next page)



- 2.) Your file explorer will open. Navigate to the requested file and select it



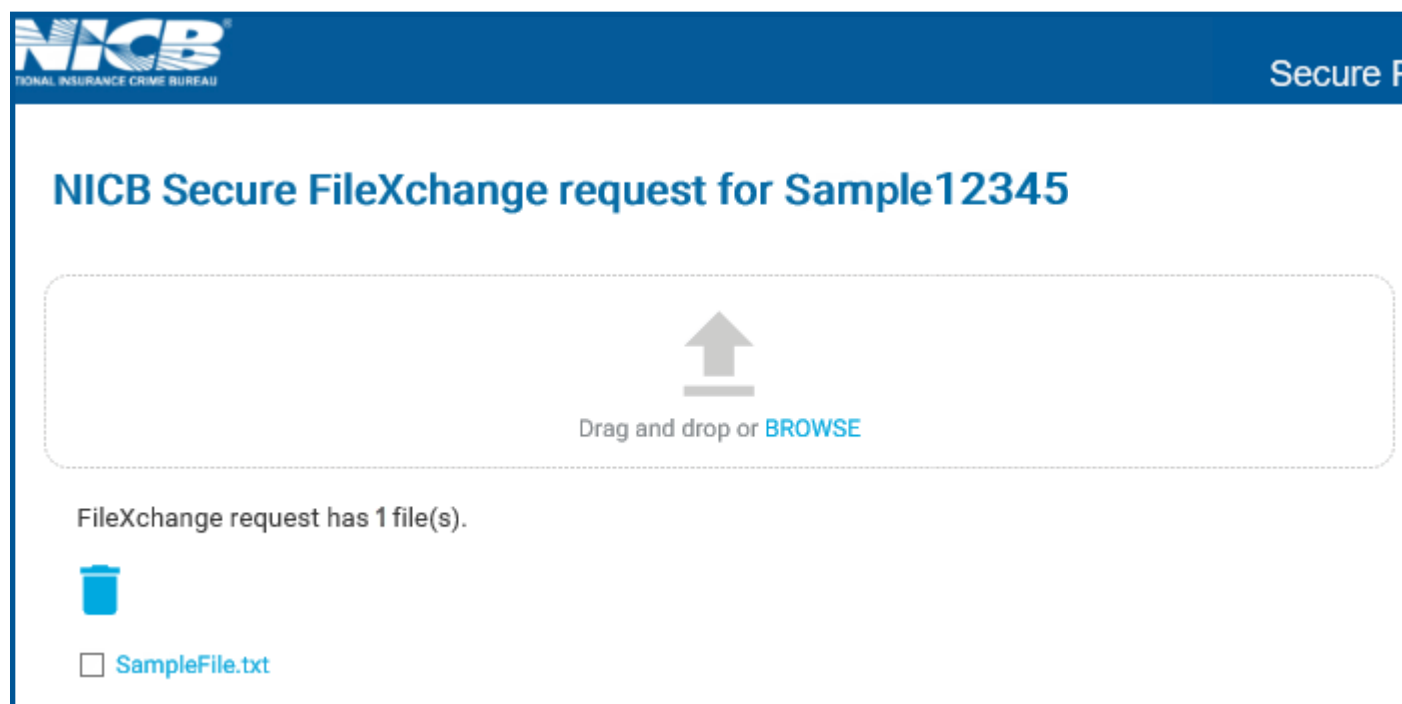
Note that some file types, such as Microsoft Office files, batch files, and .exe files, are not able to be uploaded to the Secure Folder. An error message will open if you are attempting to upload a file type that is not allowed.

3.) If the upload was successful, a *Success!* overlay will appear



Note: Claim material can be uploaded to the Secure Folder quickly by selecting the file(s) within your file explorer screen and dragging them directly into the *Drag and Drop* box on the Secure Folder page.

4.) The claim material files you selected will be listed by individual file in the Secure Folder



Multiple files can be uploaded to the Secure Folder via BROWSE or drag-and-drop.

The Secure Folder will be available for 90 days after its creation. Both the Secure Folder and the claim material within will expire on the date listed under the Date Folder Expires column in the Secure FileXchange Queue (see [pg. 3](#)).


> Deleting Claim Material from the Secure Folder

Claim material you have uploaded can be deleted directly from the Secure Folder. To delete uploaded claim material files:

- 1.) Click the box next to each file you would like to delete. A checkmark will indicate that the file is selected.


For example, *SampleFile.txt* and *Koala.jpg* are selected for deletion in the image below

NICB Secure FileXchange request for Sample12345



Drag and drop or [BROWSE](#)


FileXchange request has 3 file(s).



- [SampleFile.txt](#)
- [Koala.jpg](#)
- [Jellyfish.jpg](#)

- 2.) Click the trash can icon [[a](#) above] to delete the selected file(s). An overlay will appear asking if you are sure you would like to delete the file(s)

NICB SECURE FILEXCHANGE



DELETE SELECTED FILES?

You have chosen to delete selected files. This action cannot be undone.

Click 'Cancel' to go back without deleting the selected files.
Click 'Continue' to delete the selected files.

CANCEL
CONTINUE

- 3.) Click the *Continue* button if you would like to delete the selected file(s). Note that file deletion cannot be undone; be sure to verify that you have selected the correct file(s).

If you have selected the incorrect file(s) or do not wish to delete them, click *Cancel*.

Downloading Claim Material

> Accessing the Secure Folder

Each request listed in the Secure FileXchange Queue has its own folder in which the requested claim material files are uploaded, stored, and downloaded.

To access this folder, click the *Secure Folder* link [a] that is in the same row as the specific request you wish to open:


NICB Secure FileXchange for Sample User

The NICB Secure FileXchange process allows NICB member companies to securely provide requested claim files to the other member companies/law enforcement via ISO ClaimSearch®. A member company that approves the claim file reupload requested files to the provided secure folder within ISO ClaimSearch®, where the NICB can safely retrieve them. When appropriate (and with member company approval), the NICB will then securely provide the files to the requesting law enforcement. For question or help, please contact NICB Technical Support at 1.800.447.6282, extension 7003 or techsupport@nicb.org.

Below is your queue of NICB Secure FileXchange requests

DATE FOLDER CREATED	MATERIAL HANDLING	NICB CONTACT	CLAIM NUMBER	DATE OF LOSS	CLAIM COMPANY NAME	SECURE FOLDER	DATE FOLDER EXPIRES
08/07/2018	Download from	JOHN NICB	SAMPLE12345	01/05/2016	EXAMPLE INS.	Secure Folder a	11/05/2018

The requested claim material's Secure Folder will open:


Secure FileXchange

NICB Secure FileXchange request for Sample12345

FileXchange request has 1 file(s).

 **NOTE: you may select up to 5 files at a time to download**

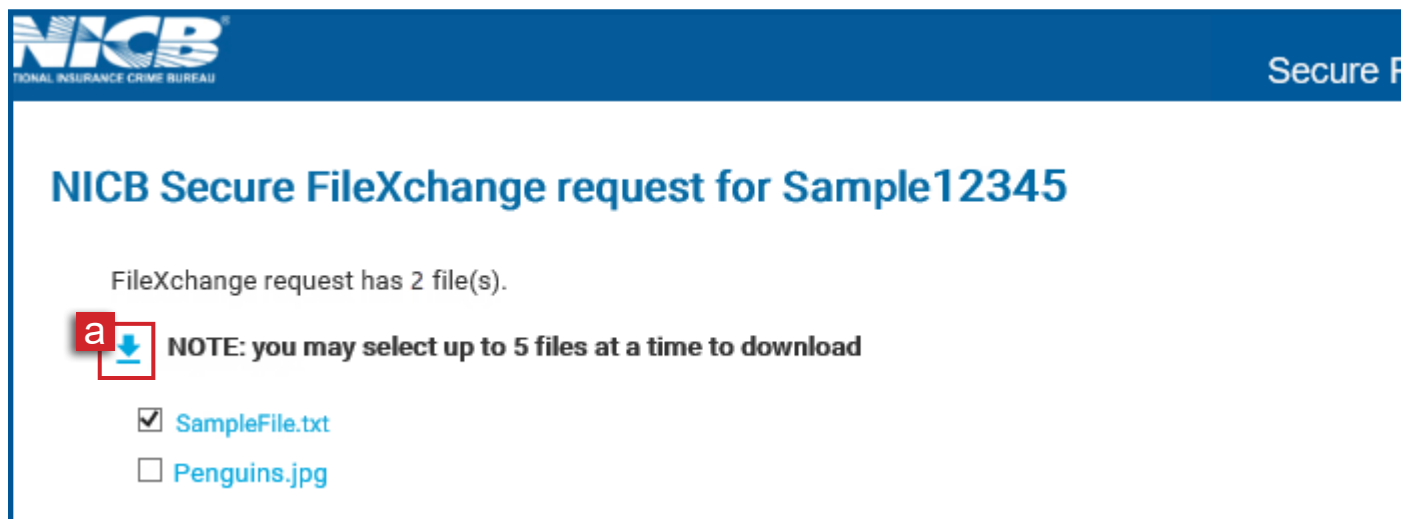
[SampleFile.txt](#)

> Downloading Claim Material from the Secure Folder

To retrieve requested claim material files from the Secure Folder:

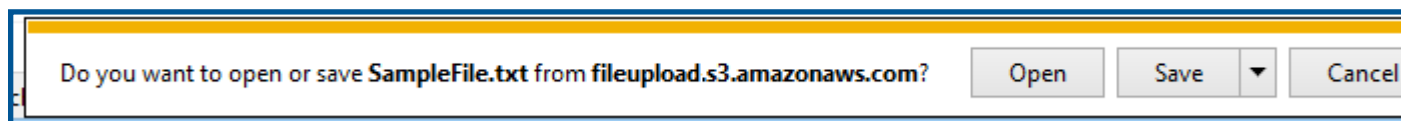
- 1.) Click the box next to each file you would like to download. A checkmark will indicate that the file is selected. Note that a maximum of five (5) files can be downloaded at once.

For example, *SampleFile.txt* is selected for download in the image below



Note that while selecting the checkboxes is a useful method of downloading multiple files at once, individual files can be downloaded by clicking their blue filename.

- 2.) Click the download icon [a above] to download the selected file(s) to your computer. Your browser's download process will trigger for each file selected



- 3.) Complete your browser's specific download process to save the file(s) to your computer

This Secure Folder will be available for 90 days after its creation. Both the Secure Folder and the claim material within will expire on the date listed under the Date Folder Expires column in the Secure FileXchange Queue (see [pg. 3](#)).

Appendix I

> Secure FileXchange Security Protocol

- The Secure FileXchange application deployment process follows secure software development best practices, including (but not limited to) network segregation, hardened hosts, and mapping to necessary security controls
- All file exchange and file metadata is secured over HTTPS using Secure Sockets Layer (SSL)/ TLS 1.2, ensuring all data transmitted between the web server and browser remains encrypted
- Files are encrypted using a cryptographic key (KMS) to encrypt the data and store it in a secure S3 bucket (a virtual directory in the cloud)
- File metadata is stored in Amazon Dynamo DB (a fast, flexible, high-performance, non-relational database) which utilizes SSL/TLS 1.2 encryption at every point in its communication
- Security credentials have been established for file upload and download utilizing pre-signed URLs, which is a unique way of granting time-limited access to S3 objects (files) before access expires
- Authentication and authorization for file access is managed by the ISO ClaimSearch login
- All Secure FileXchange files are purged upon expiry (every 90 days)

QUICKSTEP GUIDE

NICB Secure FileXchange

Listed below are the steps required to access the NICB Secure FileXchange Queue, upload claim material, and download claim material. For more detailed instruction, click any step below:

Accessing the NICB Secure FileXchange Queue

1. Log into ISO ClaimSearch..... 1
2. Click the *NICB Services* tile..... 1
3. Click the *Secure FileXchange* tile..... 2

Uploading Claim Material to Secure FileXchange

1. Access the NICB Secure FileXchange Queue..... 1
2. Click the *Secure Folder* link in the same row as the specific request..... 4
3. Upload the file(s) to the Secure Folder via *BROWSE* link or drag-and-drop..... 5
4. The *Success!* overlay will indicate that the upload was successful..... 6

Downloading Claim Material from Secure FileXchange

1. Access the NICB Secure FileXchange Queue..... 1
2. Click the *Secure Folder* link in the same row as the specific request..... 8
3. Select the claim material file(s) you would like to download to your computer..... 9
4. Click the *download* icon and complete your browser's download process..... 9



If you have any questions, please contact the NICB Technical Support Group.

Phone: **1-800-447-6282**, extension **7003**

Email: **techsupport@nicb.org**