

COMPENSATION RATING AND INSPECTION BUREAU

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BONNIE PIACENTINO
Executive Director

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Associate Executive Director
Chief Actuary



August 21, 2025

Circular No. 2503

TO: All Bureau Members and Subscribers
RE: NJCRIB System Outage and Return to Service

As you may be aware, on August 5, 2025, the Compensation Rating & Inspection Bureau (“CRIB”) experienced suspicious activity affecting certain computer systems. We immediately took steps to investigate and determined that we were experiencing a cyber event. Out of an abundance of caution, systems were taken offline, and we engaged external data privacy counsel and a third-party forensic investigation firm to conduct a thorough review. State and federal law enforcement were also notified.

To ensure a secure return to service, we have taken several measures to protect our systems and data. These include enhancing network monitoring, updating security protections, resetting passwords, and reviewing user accounts and access controls to maintain the integrity of our environment.

We are pleased to report that system access has now largely been restored. However, as we continue to bring additional functionality and connections back online, you may notice some intermittent delays or limitations. We appreciate your patience and understanding as our team works to fully restore all services and ensure everything operates smoothly.

We have received numerous security questionnaires and inquiries regarding the recent event. While our investigation is still underway, we will provide a comprehensive data impact update as soon as it is complete. We are committed to transparency and will respond to surveys in due course, ensuring that our partners and stakeholders have the information they need.

Thank you for your continued partnership and support. We’re confident in moving ahead together and look forward to serving you with the reliability you expect.

Circular No. 2503
August 21, 2025

Please review the attached User Guidance pages to assist you in the process. **Additional questions can be sent to EventSupport@njcrib.com.** For urgent inquiries please contact Bob Eichler at reichler@njcrib.com or Bonnie Piacentino at bpiacentino@njcrib.com.

A handwritten signature in black ink, reading "Bonnie Piacentino". The signature is written in a cursive, flowing style.

Bonnie Piacentino
Executive Director

BP:cs

Circular No. 2503
August 21, 2025

USER GUIDANCE – PASSWORDS, SUBMISSIONS, AND ACCESS

Logging into Online Services via CSEC (OAR, Manage Data, Café, Data Vault, etc.)

All users will be required to set a new password at their next login. Use the “Forgot Password” functionality to activate the process. The system will then automatically generate a password and provide it to the user via email; custom passwords cannot be chosen.

WCPOLS/WCSTAT Submission Update

CDX Users

- No password resets needed; contact CDX for security/access questions.
- Files sent via CDX during the event will be processed in the next 7-10 days.
- No resubmissions are required unless otherwise directed by CRIB or CDX.
- Carriers who paused transmissions may resume anytime.
- Queued submissions will process in batches; acknowledgements will be sent as processed.

NJCRIB SFTP, Manage Data, Web File Upload

- SFTP credentials may need reactivation or password changes depending on how and if you deactivated CRIB. Contact us for help.
- Files submitted July 30, 2025, 7:00 PM EDT – August 5, 2025, 5:16 AM EDT must be re-sent.
- Subsequent submissions may be sent at any time.
- Files will process in batches; acknowledgements sent as processed.

NOTE: New file submissions will not be processed until all files already in the queue are completed. If you are submitting multiple files, please upload them in the order you want them processed to avoid sequencing issues.

Experience Mods

- Experience mods had been promulgated through September 2025 prior to the event.
- Promulgation of October 2025 experience mods will be prioritized over all other jobs.
- Mod lookup functionality is fully operational on our website. As of today, the experience mods available are through October 27, 2025 Rating Effective Dates.
- XM1 file transmissions to carriers will resume on August 21, 2025.
- If an experience mod is not yet available to use, carriers may continue using the current mod and attach the WC000403 endorsement, as is standard industry practice.

Circular No. 2503
August 21, 2025

NJ Plan Applications

- OAR is accepting applications.
- Applications that were submitted through OAR during the event do not need to be resubmitted and are currently in the processing queue.
- For coverage records that were submitted via email, we will contact you directly to provide additional guidance and confirm next steps.
- If there are questions about effective dates, please contact Oar.Inquiries@njcrib.com.

Manage Data, Financial Data (CAFé), Data Vault, Inquiry Portal

- As of today, Manage Data will display information processed through July 30, 2025, and will be updated gradually over the next 7-10 days.
- Café is now accepting submissions; Call #7 due date is extended to September 2, 2025. Previously submitted calls do not need to be resubmitted.
- Data Vault is available and includes data through January 1, 2025 and will be updated shortly.

CCPAP

- CPPAP is not available currently. The website message will be updated once submission becomes available; due dates will be extended as needed.

Med and Indemnity Data Calls

While we are accepting transmissions, processing will not occur until we are current with WCPOLS and WCSTAT. Files will remain in queue for processing until further notice. Acknowledgements will be transmitted once processing resumes.

Additional questions should be directed to EventSupport@njcrib.com.