

Cyber Insurance

Computer, data and cyber-risks insurance

SUMMARY OF COVER

Contents

Introduction	3
Important information	4
Cover	5
General information	7
- Claims service	7
- Complaint handling procedures	7
- The Financial Services Compensation Scheme	8

Cyber summary of cover

Introduction

Our Cyber policy has been designed to meet the demands and needs of organisations wishing to insure against cyber related incidents.

This document summarises the main covers, features and exclusions of the Cyber policy. For full details of all policy benefits and terms you should read the policy document and your schedule. A policy document is available by contacting us or your broker.

Things for you to think about

If any of the cover limits within this document do not meet your needs please contact us or your broker.

Please note we will not pay for any claim, cost or loss caused by or resulting from circumstances which existed before any cover provided by your policy started and which you knew about.

Please note you must comply with the following conditions in order for cover to apply:

- You must notify us of any incident or circumstance that may result in a claim as soon as possible.
- Your data must be backed up at least every 7 days.
- Your systems must be protected by a virus-protection software which is licensed to you, paid for (unless agreed by us) and updated at least every 7 days. Your systems must also be protected by a maintained firewall on all external gateways to the internet.

Important information

This policy is underwritten by

Ecclesiastical Insurance Office plc.

Duration of your policy

Generally 12 months from the start date shown on your policy schedule.

Renewal of your policy

We will send you notice that your policy is approaching renewal before it is due. Your requirements may change over time, therefore please contact us or your broker if you wish to discuss your needs or any additional insurance requirements.

How do you pay?

You must pay for your policy in full.

Where are you covered?

- Anywhere in the world for damage to computer systems as a result of a cyber event.
- Liability – for claims arising from your organisation and activities conducted from your premises in England, Scotland, Wales, Northern Ireland, the Channel Islands and the Isle of Man.

Excess

Most covers will carry an 'excess', being the first amount of any claim or event that you are responsible for.

The amount(s) will be stated in your quotation or renewal documentation or in the schedule, together with information as to whether the amount will be applied per claim or per event.

Cyber attack limit

The amount we pay may be limited if the occurrence is the result of a cyber attack. Cyber attack is a computer virus, hacking or denial of service attack which is not just targeted at you and your computer system. The 'Cyber attack limit' is shown in your schedule and is the most we will pay in total for the period of insurance in respect of all claims which are the result of cyber attack.

Cancellation rights

We have the right to cancel your policy by sending fourteen days' notice and shall refund to you the proportionate premium for the unexpired cover. This is shown in the policy document under the Policy conditions – Cancellation.

This policy does not entitle you to a cooling-off period.

Cover

What is covered

Protection for your computer systems following a cyber attack or data breach including:

■ Cover 1 - Cyber liability

Costs of dealing with claims first made against you during the period of insurance in respect of:

- failing to secure data or prevent unauthorised access to data
- unintentionally transmitted or failing to prevent transmission of a computer virus, hacking attack or denial of service attack from your computer system to a third party
- loss of reputation or intellectual property rights breached.

■ Cover 2 - Data-breach expense

Costs for the following if, during the period of insurance, you discover that you have failed to keep your data privacy obligations:

- hiring professional and legal forensic IT services to investigate
- informing affected parties and other relevant third parties
- providing support services to affected parties
- public relations and crisis management expenses.

■ Cover 3 - Computer system damage data extra cost and business income

Costs of:

- damage to your computer system
- restoring and recreating data, and
- any business income losses

arising as a result of a cyber event.

■ Cover 4 - Cyber crime

Costs for the following which arise during the period of insurance:

- your financial loss following hacking that results in fraudulent input, destruction or modification of data in your computer system or your service providers' computer system
- any payment you are liable for to your telephone service provider as a result of hacking into your computer system.

How much will you be insured for

The organisation will be covered up to the limit chosen by you and shown in the schedule. A range of limits is available.

Key extensions

The cover is extended to include the following and the limits are in addition to the limit of indemnity chosen by you. However, if the claim is the result of a cyber attack, the cyber attack limit shown in your schedule will apply to the entire claim.

- The cost of locating and removing a computer virus from your system and the cost of hiring professional consultants to avoid corruption - £50,000 in any one period of insurance.
- Professional consultant fees to carry out a security audit to assess weaknesses and advise on how to make improvements if the failure to keep data privacy obligations insured by this policy resulted from security weaknesses in your computer system - £50,000 in any one period of insurance.
- Costs to prevent or minimise actual or expected damage or other loss covered by this policy - £50,000 in any one period of insurance.
- The cost of investigating possible repair, replacement or restoration, provided we accept a claim for damage or other loss - £50,000 in any one period of insurance.
- Cost of making temporary repairs and fast track permanent repairs, replacements or restoration - £100,000 in any one period of insurance.

What is not covered

Please refer to the policy document for full details.

- Any loss of business income during the time period shown in the schedule (time excess).
- Claims brought against you by another person insured under the policy, your parent or subsidiary company or company which you are a director, partner or employee.
- Goods, products or software sold, supplied, manufactured, repaired or installed by you.
- Cost of correcting any failings in procedures, systems or security. This exclusion applies to Cover 2 - Data-breach expense only.
- Circumstance which existed before the cover commenced and which you knew about.
- Extortion, blackmail or ransom payments or demands other than as included under Cover 4 - Cyber crime.
- Failure or interruption of any gas or water supply, electrical power supply, network or telecommunication network not owned or operated by you.
- Any act of terrorism
- Any financial loss resulting from actual or alleged fraudulent use of credit or debit card. This exclusion applies to Cover 4 - Cyber crime only.
- Any actual or alleged personal injury suffered by any person. This exclusion does not apply in respect of damages and defence costs for psychological harm, mental anguish or emotional distress arising from a claim under Cover 1 - Cyber liability.
- Any physical damage to any property unless otherwise covered under Cover 3 - Computer system damage data extra costs and business income.
- Any loss caused by the cyber operations or cyber actions of one state against another.

What are your obligations

You must:

- notify us of any incident or circumstance that may result in a claim as soon as possible.
- ensure appropriate procedures are in place for disposing and/or destroying hardware and copies of files.
- ensure your hardware is maintained and inspected, records are kept of data back-up procedures.
- ensure your computer system is protected by a virus-protection software package licenced to you and updated at least every 7 days.
- back up original data at least every 7 days.

Things to think about:

- If you feel the cover or limits are not wide enough to meet your needs please contact us or your broker to discuss.

General information

Claims service

For claims call 0345 603 8381.

New claims can be reported 24 hours a day, 7 days a week.

For enquiries about existing claims, the services are available from Monday to Friday 8am to 6pm.

Complaint handling procedures

If you are unhappy with our products or service, please contact us as soon as possible.

You can complain in writing or verbally at any time to:

Ecclesiastical Insurance Office plc
Benefact House,
2000 Pioneer Avenue,
Gloucester Business Park,
Brockworth, Gloucester,
GL3 4AW, United Kingdom

Tel: 0345 777 3322

Email: complaints@ecclesiastical.com

Our promise to you

We will aim to resolve your complaint within one business day. For more complex issues, we may need a little longer to investigate and we may ask you for further information to help us reach a decision.

To resolve your complaint we will:

- Investigate your complaint diligently and impartially within Ecclesiastical
- Keep you informed of the progress of the investigation
- Respond in writing to your complaint as soon as possible.

If you are not satisfied with our response, or if we have not completed our investigation within eight weeks, we will inform you of your right to take the complaint to:

The Financial Ombudsman Service
Exchange Tower
London E14 9SR

Tel: 0800 0 234 567

Email: complaint.info@financial-ombudsman.org.uk

Web: www.financial-ombudsman.org.uk

This complaints handling procedure does not affect your right to take legal proceedings.

The Financial Services Compensation Scheme

We are covered by The Financial Services Compensation Scheme (FSCS).

What this means for you

If we are unable to meet our obligations to you, the FSCS may be able to provide you with compensation. Limits apply depending on the product you have bought.

For further information on the scheme and the limits that apply, you can visit the website at **www.fscs.org.uk** or by contacting the FSCS directly on **0207 741 4100** or **0800 678 1100**.

Law applying

In the United Kingdom the law allows both you and us to choose the law applicable to this contract. Unless we agree otherwise in writing the law which applies to this contract is the law which applies to the part of:

- (a) the United Kingdom (England, Scotland, Wales and Northern Ireland); or
- (b) the Channel Islands or the Isle of Man,

in which you are based.

Notes

Notes

This contract is underwritten by:
Ecclesiastical Insurance Office plc.

Our FCA register number is 113848.
Our permitted business is general insurance.

**You can check this on the
FCA's register by visiting the
FCA's website**

www.fca.org.uk/register

**or by contacting the FCA on
0800 111 6768**

If you would like this booklet in large print, braille or in audio format please call us on **0345 777 3322.**

You can also tell us if you would like to always receive literature in another format.

