

HSB Cyber Insurance Policy Summary

This is a summary of the main features of the HSB Cyber Insurance policy and does not go into detail about all of the terms and conditions. You should read the policy wording for full details of cover and your policy schedule for the sums insured, limits of liability, extra cover limits and any endorsements which will be specific to you.

Cyber and computer insurance for business

The HSB Cyber Insurance policy provides cover for computer, data and cyber risks. The policy is designed to offer protection from cyber risks which could be damaging to your business and reputation. Issues can range from data recovery following a hardware failure to a full scale data breach. We can give you access to a network of cyber risk experts who can help to minimise the disruption to your business.

Cover

There are six sections of cover available, however in order to have the cover provided by sections 2, 3, 4, 5 or 6, you must first have selected cover under section 1. The cover offers you flexibility so that you can choose different levels of cover, within the sections, to ensure you get the protection that you require for your business.

Other information

For clarification purposes, a 'cyber event' is defined in the policy document as:

- loss, corruption, accidental or malicious deletion of or change to, unauthorised access to, or theft of data;
- damage to websites, intranet or extranet sites;
- damage or disruption caused by computer virus, hacking or denial of service attack; or
- failure of or variation in the supply of electricity or telecommunications;

affecting your computer system, the computer system of a service provider or customer of yours.

Policy section	Significant features and benefits
Section 1 Hardware	<ul style="list-style-type: none"> - We will provide cover against loss, damage, theft, cyber events and breakdown to your hardware (including portables) at the insured location and whilst temporarily removed from the insured location (for example whilst at employees' homes or when travelling or in transit anywhere in the world). - You can include cover for electronic office equipment (for example photocopiers).
Section 2 Data corruption and extra cost	<ul style="list-style-type: none"> - We will pay for your insured computer system and data to be restored to the position that they were in prior to, and meet the extra cost resulting from, a cyber event, damage to hardware or prevention of access. - Cover also applies to the computer systems of service providers who can be located anywhere in the world (subject to general exclusion - Sanctions, laws and regulations).
Section 3 Cyber crime	<ul style="list-style-type: none"> - We will pay for financial loss resulting from fraudulent input or change of data in your computer system leading to money being debited from your account, credit being established in your name or cost being added to your telephone bill. - We will also pay for professional support to help you if you are the victim of crime such as a threat of damage to your computer system by virus or hacking or disclosing your data.
Section 4 Cyber liability	<ul style="list-style-type: none"> - We will pay damages and defence costs arising from a claim first made against you during the period of insurance and during the course of your business, as a result of: <ul style="list-style-type: none"> · you or your service provider failing to secure data; · you unintentionally transmitting a virus; or · the content of your website, emails, or anything else distributed by your computer system damaging the reputation of others.
Section 5 Data-breach expense	<ul style="list-style-type: none"> - If you discover during the period of insurance that you have failed to keep to your data privacy obligations during the course of your business which results or may result in a data-breach, we will pay the cost of: <ul style="list-style-type: none"> · investigating, notifying and keeping your customers informed; · legal advice; · public relations and crisis management expertise; · identity theft assistance for your customers or others who have been affected or who may be affected; and · a security audit to identify weaknesses in your computer system.

Policy section	Significant features and benefits
Section 6 Cyber event – loss of business income	– We will pay for your loss of income following a cyber event or prevention of access.
All sections	– We will pay to remove viruses and to get specialist advice to prevent viruses or hacking attacks following an incident.

Policy section	Significant exclusions or limitations
Section 1 Hardware	– We will not pay for anything covered by a warranty, guarantee or maintenance contract, or for any unexplained losses or inventory shortages.
Section 2 Data corruption and extra cost	– We will not pay for the cost of data breach expense. However, this cover is available under section 5 – Data-breach expense.
Section 3 Cyber crime	– We will not pay for any financial loss resulting from actual or alleged fraudulent use of a credit card or debit card.
Section 4 Cyber liability	– We will not pay any fines or penalties which are not insurable by law (for example the majority of regulatory fines). Some administrative or contractual penalties are insurable (for example Payment Card Industry fines are covered by this section of the policy). – We will not pay for any cost resulting from the infringement of patents or liabilities associated with products, goods, services or advice provided by you. – We will not pay for any cost resulting from action brought against you by any associated companies or other parties insured by your policy.
Section 5 Data-breach expense	– We will not pay to restore your computer systems and data. However, this cover is available under section 2 – Data corruption and extra cost.
Section 6 Cyber event – loss of business income	– We will not pay for loss of business income or any other cost resulting from a deliberate act of a power supplier, grid operator or telecommunications operator unless necessary to protect life or prevent damage.
All sections	<p>The amount we pay may be limited by the ‘Cyber attack limit’ 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.</p> <p>– The ‘Cyber attack limit’ is the most we will pay in total for the period of insurance, regardless of the number of occurrences, claims or claimants, for all claims, costs or losses that are the result of cyber attack. The ‘Cyber attack limit’ is shown in the schedule and will be reduced by any amount we have already paid for claims, costs or losses arising from cyber attack in the period of insurance.</p> <p>– You must backup your data at least every 7 days and protect your systems with a firewall.</p> <p>– We will not pay for acts of terrorism. However, computer virus, hacking or denial of service attacks will not be treated as acts of terrorism. Cover against acts of terrorism which cause physical damage is available to buy separately with us.</p> <p>– We will not pay for damage or financial loss caused by civil commotion in Northern Ireland.</p> <p>We will not provide cover, pay any claim or provide any benefit under this policy (including returning premium) if by doing so it would expose us to any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of the European Union, United Kingdom or United States of America.</p>

The insurer

This insurance is underwritten by HSB Engineering Insurance Limited, whose registered office is at New London House, 6 London Street, London EC3R 7LP.

Your rights to cancel your policy

You have 14 days to make sure that you are happy with the cover provided. Within those 14 days, you can cancel the policy by telling the person who arranged this insurance for you, or us, in writing and we will then refund the whole premium you have paid, unless you have made a claim.

If, after the first 14 days, you want to cancel the policy, the amount of premium we refund will be based on the number of days left in the period of insurance, less a cancellation charge. If the amount of premium you have actually paid does not cover the period you have been insured for, you must pay us the difference. If you have made a claim, you will not get a refund and you will have to pay the full premium.

Your responsibility to give us correct information

You must do everything reasonably possible to make sure that the information you give us is complete and accurate and you must make sure that you tell us immediately about any changes that may affect your cover. This is important before you take out the policy as well as during the period of insurance. You should also regularly review the cover provided to make sure it meets your needs, if your circumstances change you must tell the person who arranged your insurance for you, or us.

If you do not tell the person who arranged your insurance for you, or us, about important information, including changes to your circumstances, it may result in your insurance being treated as though it never existed or your claim not being paid.

How we use your information

We may use the information you give us for a number of reasons (for example, to make decisions about cover and claims, and to detect and prevent fraud). We may share your information with, and get information about you from, companies within the Munich Re Group, other insurers, credit-reference agencies, fraud-prevention agencies, regulatory authorities and agents who provide services on our behalf. We may share your information with third parties outside of the European Economic Area (EEA).

If the information you give us is personal information (such as names, addresses, telephone numbers, job titles or dates of birth), you give us permission to use that information as explained above. If you give us personal information relating to anyone other than you, you must have that person's permission to give us their information and for us to use it as set out above.

Duration of the policy

The length of time covered by this policy will be shown in your schedule (usually for a period of 12 months). This policy does not renew automatically.

If you have a claim or an incident has occurred

As soon as you know about any incident or circumstance that may result in a claim you must tell us, providing full details, as soon after the incident or circumstance as possible and within 14 days if the loss is as a result of riot.

In the event of a cyber incident it is extremely important to act quickly and to get professional support and we can provide access to a network of cyber risk experts who will be able to help with data recovery, investigations or legal support following a data breach, crisis management or public relations.

When making a claim it is very important that you meet all of the requirements of the policy, particularly claim condition - Reporting a claim. If you don't, we may not pay part or all of your claim.

You will have to pay a contribution towards each claim (the excess). In addition to this, for cover under section 6, a time excess will apply, which means you will not be covered for the financial loss that occurs during a period of time following an incident. The excess and the time excess (where applicable) will be stated in your schedule. You must report your claim to either the person who arranged this insurance for you or to us.

Telephone: +44 (0) 330 100 3432*
E-mail: new.loss@hsbeil.com
Address: Claims Department,
HSB Engineering Insurance Limited,
Chancery Place, 50 Brown Street,
Manchester M2 2JT

If you have a complaint

We are committed to providing the highest standards of customer service and treating our customers fairly. If you have a complaint, contact the person who arranged this insurance for you or contact us.

Telephone: +44 (0) 330 10 3433*
E-mail: complaints@hsbeil.com
Address: The Customer Relations Leader,
HSB Engineering Insurance Limited,
Chancery Place, 50 Brown Street,
Manchester M2 2JT

If we cannot deal with your complaint within 8 weeks or you are not happy with our final response, you may be able to complain to the Financial Ombudsman Service.

Telephone: 0800 023 4567 (from a landline) or
0300 123 9123 (from a mobile)
Website: www.fos.org.uk
Address: Financial Ombudsman Service, Exchange Tower,
London E14 9SR

Compensation Scheme Rights

If we cannot pay you what we owe, you may be entitled to compensation under the Financial Services Compensation Scheme.

Telephone: 0800 678 1100
Website: www.fscs.org.uk
E-mail: enquiries@fscs.org.uk
Address: Financial Services Compensation Scheme,
10th Floor, Beaufort House, 15 St Botolph Street,
London EC3A 7QU

*calls to this number are charged at the same standard landline rate as 01 or 02 numbers.