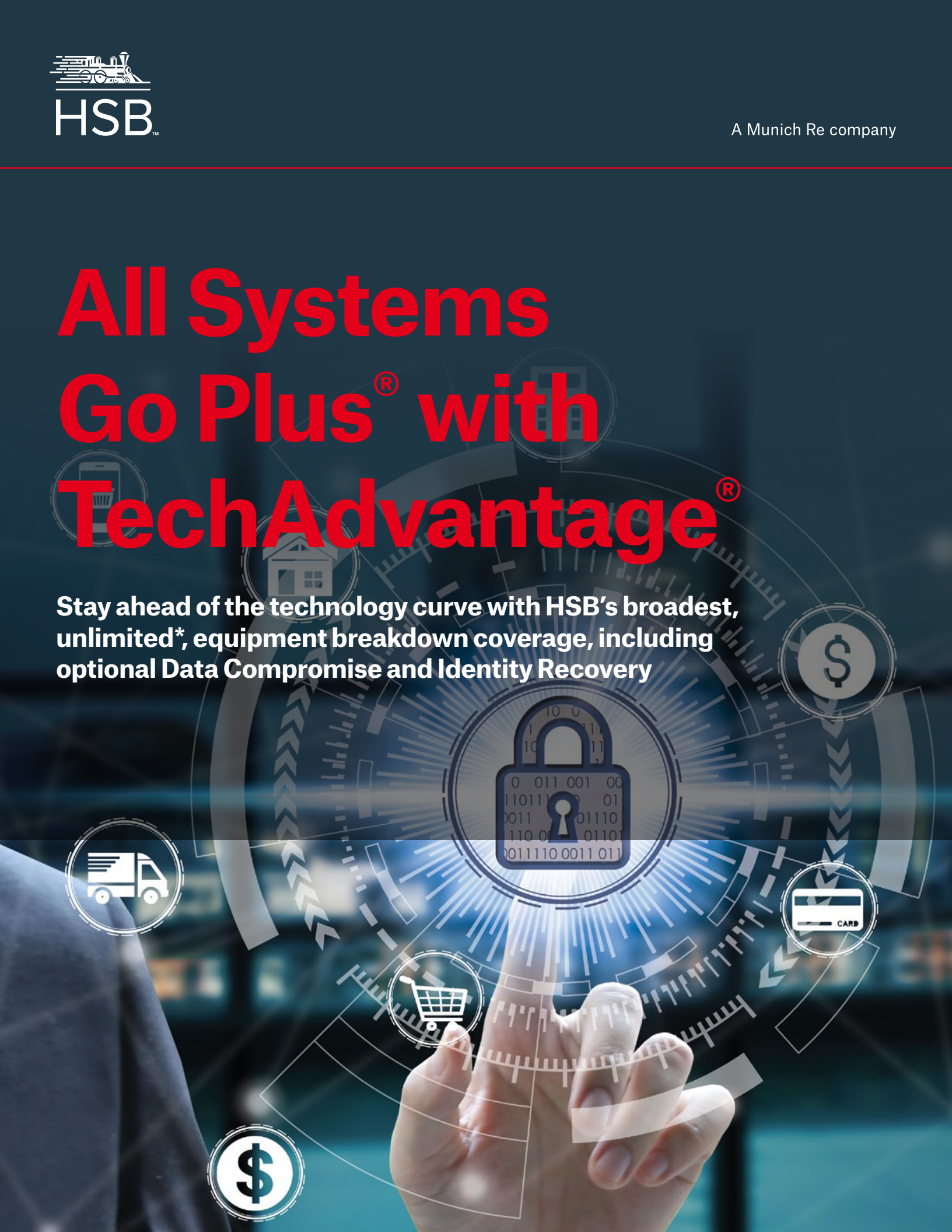


# All Systems Go Plus<sup>®</sup> with TechAdvantage<sup>®</sup>

Stay ahead of the technology curve with HSB's broadest, unlimited\*, equipment breakdown coverage, including optional Data Compromise and Identity Recovery



# Technology transforms exposures and risk

HSB Canada, part of Munich Re, is a technology-driven company built on a foundation of specialty insurance, engineering, and technology, all working to drive innovation in a modern world, to keep you ahead of risk.

**Businesses operate in a world where technological change is constantly creating new forms of equipment and applications for them. While technological transformation brings many benefits, it changes the risk model dramatically.**

**Micro-circuitry** is now used in almost all types of equipment. It is so sensitive that damage, invisible to the human eye, can cause equipment to suddenly stop working, for no apparent reason.

**Portable business equipment**, such as laptops and other devices, are now carried in pockets or briefcases across cities, provinces and international borders. As equipment with fragile components travels, breakdown risks increase.

## **Cloud computing is not fail-safe:**

- The market size of cloud computing is expected to more than double by 2025.<sup>1</sup> Business data stored in the cloud is at risk of being lost when there is a breakdown of equipment.
- In a survey of businesses conducted by HSB and the Ponemon Institute, 48% said they had experienced an interruption of cloud services. Of those, 56% reported that at least one such interruption prevented their company from functioning.<sup>2</sup>

## **Small businesses are data breach targets and face notification responsibilities**

- More than 60,000 small to mid-sized Canadian businesses experienced a cyber attack in 2020, according to the Canadian Federation of Independent Business (CFIB).<sup>3</sup>
- The Personal Information and Electronic Data Act (PIPEDA) requires businesses to notify affected individuals and the Office of the Privacy Commissioner of Canada of data breaches involving personal information.<sup>4</sup>

## **Bad news travels fast**

In today's social sharing world, a business interruption caused by an accident can lead to bad publicity and compromise a company's reputation.



# All Systems Go Plus<sup>®</sup> with TechAdvantage<sup>®</sup> offers protection against new and emerging risks

## **Microelectronics coverage for non-detectable damage**

Traditionally, equipment breakdown coverage has required evidence of physical damage. However, today's business equipment, such as heating, cooling, and electronic equipment, contains microelectronics – miniaturized circuitry with parts so tiny, damage is virtually undetectable. TechAdvantage<sup>®</sup> adds a second cause of loss – Electronic Circuitry Impairment, for failures when physical damage is not detectable. Coverage is triggered when covered equipment suddenly stops functioning, and replacing that equipment or part containing electronic circuitry restores functionality.

## **Off premises transportable equipment**

Equipment has become more compact, portable and more frequently used off-premises, where it is exposed to greater risk of damage. All kinds of mobile equipment are at risk, from newer technology such as laptops and devices, to more conventional objects such as compressors and generators. Off premises coverage is provided on transportable equipment for property damage, business income, extra expense and data restoration, anywhere in Canada and USA.

## **Cloud computing service interruption**

Cloud computing services have been added to service interruption coverage, paying for lost business income and extra expenses when an insured's cloud service provider experiences an outage due to equipment breakdown.

## **Data restoration includes data lost in the cloud due to a breakdown**

We already cover data lost due to an accident at the business owner's location. However, a business's data stored in the cloud is also increasingly at risk. In response to this new business risk, we have added data restoration coverage for data lost when it is stored and managed by a cloud computing provider.

## **Public relations**

In our connected world, bad news travels fast. TechAdvantage<sup>®</sup> also includes coverage for services from reputation management professionals, such as a PR firm, when an equipment breakdown poses a risk to a business's good standing. Coverage pays for professional public relations services to help manage a client's reputation that is at risk when a breakdown causes business interruption.

# Optional Data Compromise and Identity Recovery

## Data Compromise

All businesses are data breach targets. With fewer protections against data breach than large companies, small to mid-sized businesses are more vulnerable and less prepared for the complexity and cost of responding. Bundled with All Systems Go Plus®, Data Compromise is affordable, covers costs of notifying those affected, and includes valuable professional help to respond promptly and properly to preserve business relationships and reputation.

### All Systems Go Plus® Data Compromise covers:

- Legal review for notifying those affected by the breach
- Forensic IT help to determine the extent of the breach and who was affected
- Preparation and production of notification letters to affected individuals
- Notification of the data breach to the Office of the Privacy Commissioner of Canada and regulatory authorities
- Fraud alert for persons affected by the loss of personal information
- Identity restoration case management for identity theft victims
- Public relations services to help respond to the potential impact of the breach on business relations

## Identity Recovery

Complex, frustrating and time-consuming, the process of restoring a stolen identity can take an owner's focus off their business. Loans and other activity dependent on the owner's credit may be put on hold, while the restoration process can cost thousands. Identity Recovery not only pays for costs related to restoring identity integrity to pre-theft status, it includes top professional services to help business owners navigate the restoration process faster, with less trouble.

### All Systems Go Plus® Identity Recovery covers:

- Various legal fees caused by an identity theft, including civil and criminal defense
- Lost wages and childcare / eldercare expenses due to time away
- Access to identity restoration case managers - investigators who help victims through the process
- A toll-free help line with identity theft counsellors
- Credit bureau reports
- Fees for reapplying for loans declined due to falsified credit information
- Postage, phone, shipping, notary and filing fees and other out-of-pocket costs

## eRiskHub® - A free resource for policyholders

eRiskHub® is a web portal for policyholders to access exclusive data breach mitigation and risk management tools. This easy-to-use website helps businesses understand information exposures, establish a response plan, manage the costs and minimize the effects of a data breach. It includes the latest news, a self-assessment guide, webinars, and step-by-step suggestions on what actions to take when data is breached.

**Details on how to access eRiskHub® are shown in the policy declarations.**



# All System Go Plus<sup>®</sup> comprehensive coverages at a glance

## **Electronic Circuitry Impairment (ECI)**

Adds a second cause of loss in addition to breakdown for failures when physical damage is not detectable

## **Unlimited\* Direct Damage**

Pays cost to repair or replace equipment damaged by a covered breakdown or ECI

## **Unlimited\* Business Interruption / Extra Expense**

Pays for Income or Extra Expense loss due to an interruption resulting from a breakdown or ECI

## **Unlimited\* Spoilage**

Pays for spoilage of food or other perishables following a breakdown, including coverage for perishable goods damaged by service interruption

## **Unlimited\* Service Interruption**

Extends Income and Extra Expense to breakdown of equipment owned by a supplier contracted to supply a service listed in the policy

## **Contingent Business Interruption**

Pays for lost business income and extra expenses when a supplier or customer experiences a breakdown, to \$25,000

## **Unlimited\* Expediting Expenses**

Pays for temporary repairs, or expenses incurred to expedite permanent repairs

## **Unlimited\* By-Laws**

Pays for additional costs to comply with by-laws as a result of a breakdown or ECI

## **Unlimited\* Anchor Location**

Pays for Income or Extra Expense loss due to an interruption resulting from a breakdown at a nearby 'anchor' location that draws clients to an insured's location

## **Unlimited\* Newly Acquired Locations**

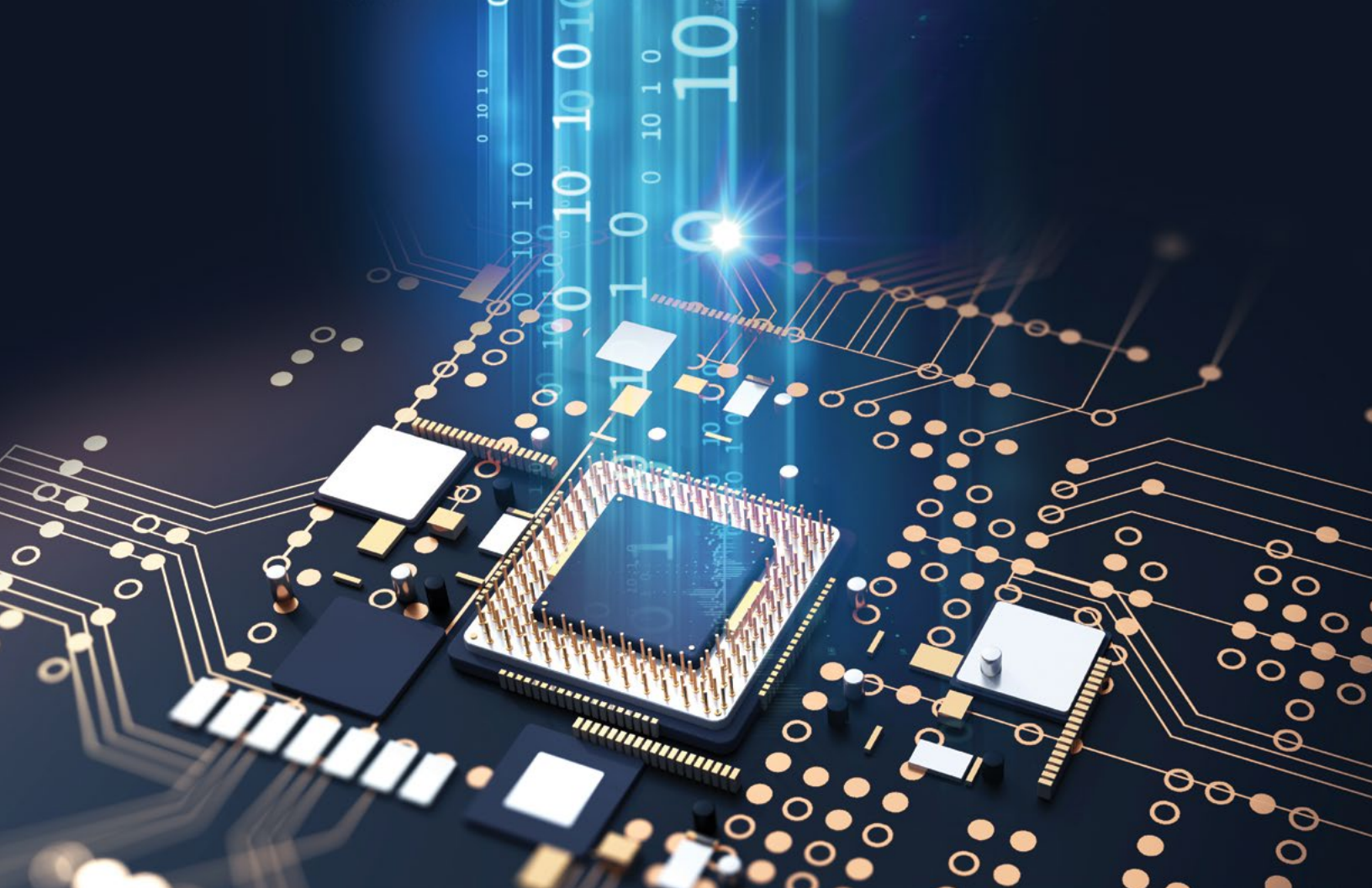
Automatic coverage for 90 days

## **Errors and Omissions**

Covers locations not described in the policy or are inadvertently omitted, to \$100,000

## **Hazardous Substances**

Pays for extra cost to repair or replace insured property contaminated by hazardous substances released due to a breakdown or ECI, to \$100,000



#### **Data Restoration**

For data that is lost or damaged (including data lost or damaged in the Cloud) due to a breakdown, to \$25,000

#### **Environmental and Efficiency**

Pays up to 150% of the loss payable for upgrades to more energy efficient or environmentally friendly equipment

#### **Green Coverage**

Helps restore recognized environmental standards to equipment and property, to \$25,000

#### **Off Premises Transportable Equipment**

Covers transportable equipment for property damage, business income, extra expense and data restoration due to a breakdown or ECI, anywhere in Canada and USA, to \$10,000

#### **Public Relations**

Pays for professional public relations services to help manage the insured's reputation which may be at risk when a breakdown or ECI causes a business income loss, to \$25,000

#### **Brands and Labels**

Pays for the cost of removing labels or stamping of salvaged merchandise, to \$100,000

#### **Data Compromise**

Pays for notification expenses and case management services for individuals affected by a data breach, to \$50,000 annual aggregate

#### **Identity Recovery**

Coverage for the insured affected by identity theft, to \$15,000 annual aggregate

#### **Future Loss Avoidance**

Pays for the installation of protective devices to prevent such a loss from reoccurring. Provides a limit of \$10,000 or 10% of the original loss, whichever is less.

#### **Deductible Waived on Spares**

When using a spare piece of equipment to replace a damaged piece of equipment and the spare fails, the additional deductible is waived

#### **Buried Piping**

Pays for repair or replacement of buried insured piping while in a duct, tunnel or runway

#### **Electronic Circuitry Impairment covered for 3<sup>RD</sup> Party Losses**

Coverage applies to Data, Civil Authority, Service Interruption, Anchor Location and Contingent Business Interruption

**HSB is carrying on a 150 year tradition of thinking differently about what is and what could be. We are your innovation engine – redefining the boundaries of loss prevention, engineering risk and inspection compliance to find new and better ways to protect businesses and property.**

\*There is no limit of insurance applicable to direct damage, spoilage, business interruption / extra expense or service interruption for qualified risks.

<sup>1</sup> Markets and Markets, *Cloud Computing Market by Service Model (Infrastructure as a Service (IaaS), Platform as a Service (PaaS), and Software as a Service (SaaS)), Deployment Model (Public and Private), Organization Size, Vertical, and Region, (Global Forecast to 2025)*, online: <https://www.marketsandmarkets.com/Market-Reports/cloud-computing-market-234.html>

<sup>2</sup> HSB | Ponemon Study among small to mid-sized businesses using cloud services.

<sup>3</sup> Canadian Federation of Independent Business (CFIB), *Cyberfraud in small business (February 2021)*, online: <https://www.cfib-fcei.ca/sites/default/files/2021-02/Cyber-Fraud-in-Small-Business.pdf>

<sup>4</sup> Office of the Privacy Commissioner of Canada, *The Personal Information Protection and Electronic Documents Act (PIPEDA)*, online: <https://www.priv.gc.ca/en/privacy-topics/privacy-laws-in-canada/the-personal-information-protection-and-electronic-documents-act-pipeda/>

For all coverages, terms, conditions and exclusions, please refer to actual insurance policy.

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