

# HSB Cyber Insurance

## Insurance Product Information Document

**Company: HSB Engineering Insurance Limited**

Registered in England and Wales: 02396114, Chancery Place, 50 Brown Street, Manchester M2 2JT.

Registered as a branch in Ireland: 906020, 28 Windsor Place, Lower Pembroke Street, Dublin 2.

HSB Engineering Insurance Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority in the United Kingdom, and is authorised and regulated by the Central Bank of Ireland as a third country branch in the Republic of Ireland.

**Product: HSB Cyber Insurance**

This Insurance Production Information Document provides an overview 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 document for full details of cover and the policy schedule for the sums insured, limits of liability, extra cover limits, and any endorsements which will be specific to you.

### What is this type of insurance?

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.



**What is insured?**

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. Cover is provided up to the sum insured or limit of liability shown in the quotation or schedule.

**Other information**

For clarification purposes, a ‘cyber event’ means loss or corruption of data; damage to websites; damage caused by computer virus, hacking or denial of service attack; or failure of or variation in the supply of your own electricity or telecommunications networks; affecting your computer system, the computer system of a service provider or customer of yours.

**Section 1 – Hardware**

- ✓ Cover against loss, damage, theft, breakdown and corruption to your hardware (including portables and electronic office equipment) at the insured location and whilst temporarily located anywhere in the world.
- ✓ Additionally we will pay for:
  - cover for additional hardware acquired after the commencement of the period of insurance; and
  - modifications due to incompatibility of replacement parts.



**What is not insured?**

Below you will find information that highlights the main exclusions within each section of the policy.

**Section 1 – Hardware**

- ✗ The cost of repairing damage covered by any manufacturer’s warranty or maintenance contract.

**Section 2 – Data corruption and extra cost**

- ✗ Data-breach expense (although this is covered under section 5).
- ✗ The cost or loss caused by or resulting from an external network failure, unless resulting from physical damage to the network or other property.

**Section 3 – Cyber crime**

- ✗ Financial loss resulting from fraudulent use of a credit or debit card.
- ✗ Fraudulent credit applications.
- ✗ Hacking by directors and officers or employees.

**Section 4 – Cyber liability**

- ✗ Deliberate defamation or disparagement.
- ✗ Mistakes concerning your business in financial statements or representations.
- ✗ Your breaking of corporate laws or regulations.
- ✗ Infringement of patent.
- ✗ Employer liability, product liability or professional indemnity.

**Section 5 – Data-breach expense**

- ✗ Costs to restore your computer systems and data although this cover is available under section 2 – Data corruption and extra cost.



### Section 2 – Data corruption and extra cost

- ✓ Following damage to hardware, prevention of access or a cyber event:
  - the cost of reconfiguring your computer system including the cost of restoring data (this includes the computer system of a service provider); and
  - extra costs to reduce the disruption to functions carried out by your computer system.

### Section 3 – Cyber crime

- ✓ Financial loss resulting from fraudulent input or change of data in your computer system leading to financial transactions impacting your accounts.
- ✓ Payments due to your telephone service provider resulting from hacking.
- ✓ The cost of responding, and if we agree in writing, the payment of a ransom demand, if you are the victim of crime such as a threat of damage to your computer system by virus, hacking or disclosing your data.

### Section 4 – Cyber liability

- ✓ Damages and defence costs arising from a claim first made against you as a result of:
  - you or your service provider failing to secure data;
  - you unintentionally transmitting a virus; or
  - loss of reputation resulting from the content of your website, emails, or data processed by your computer system.

### Section 5 – Data-breach expense

- ✓ Your failure to keep to your data privacy obligations which results or may result in a data-breach, the cost of:
  - investigating the data-breach and guidance on how to respond;
  - notifying and keeping your customers and affected parties informed;
  - support services to your customers for example credit monitoring, identity recovery, customer helpline;
  - public relations and crisis management expertise; and
  - a security audit to identify weaknesses in your computer system.

### Section 6 – Cyber event – loss of business income

- ✓ Loss of income following a cyber event or prevention of access.



### Section 6 – Cyber event – loss of business income

- ✗ The cost or loss caused by or resulting from an external network failure, unless resulting from physical damage to the network or other property.

#### All sections

- ✗ Loss or damage resulting from infectious agents or pandemics.
- ✗ Loss or damage resulting from intentional acts.
- ✗ Losses caused by atmospheric or environmental conditions causing interference with satellite signals.
- ✗ The excess.



### Are there any restrictions on cover?

If you do not comply with certain conditions of the policy it may be cancelled or we may not pay your claim. Below you will find details of restrictions that apply to the policy.

- ! If you (or anyone acting for you) make a claim that you know is in any way false or exaggerated, we will not pay the claim and we may cancel the policy.
- ! There is a 'Cyber attack limit' which is the most we will pay in total for the period of insurance for all losses resulting from a cyber attack.
- ! You must ensure that your hardware is maintained, inspected and tested as recommended by the manufacturer, keep a record of maintenance and data back-up procedures and not continue to use hardware after damage.
- ! You must back up original data at the frequency shown in the schedule. You must ensure that any service provider backs up your data in line with this required period. You must take precautions to make sure that all data is stored safely.
- ! Your computer system must be protected by a virus-protection software package and protected by a firewall on all external gateways to the internet.
- ! In respect of section 4 (Cyber liability) and section 5 (Data-breach expense) you must ensure that appropriate procedures are in place to protect data and that you are registered with the Information Commissioner's Office.



### Where am I covered?

- ✓ You are covered at the insured location, and within the territorial limits; these are shown in the quotation or schedule.



## What are my obligations?

### – Your responsibility to provide us with a fair presentation of the risk

You must do everything reasonably possible to make sure that the information you give us is a fair presentation of the risk 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 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.

When making a claim it is very important that you meet all of the requirements of the policy, particularly the condition precedent set out in claim condition 1 – ‘Reporting a claim’. If you don’t, we may not pay part or all of your claim. You must report your claim to either the person who arranged this insurance for you, or to us.

**Tel:** +44 (0) 330 100 3432  
(calls to this number are charged at the same standard landline rate as 01 or 02 numbers)

**E-mail:** new.loss@hsbeil.com

**Address:** Claims Department,  
HSB Engineering Insurance Limited  
Chancery Place  
50 Brown Street  
Manchester M2 2JT

### – Change in circumstances or alteration in risk

As soon as you (or anyone acting for you) become aware of any change in circumstance which may affect your policy, you must tell us as soon as possible and keep to any extra terms and conditions.

### – Right to survey and request risk improvements

If we ask, you must give us access to your location at an agreed date and time to carry out a risk survey. You must also comply with any risk improvement requirements that we request.



## When and how do I pay?

You must pay the premium on or before the start date of the period of insurance, or on dates agreed by us, to the person who arranged this insurance for you. If you do not pay the premium on time, we may cancel the policy.



## When does the cover start and end?

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



## How do I cancel the contract?

You have 14 days to make sure that you are happy with the cover provided – this 14 day period is known as the ‘cooling-off period’. You can cancel the policy by telling the person who arranged this insurance for you or by telling us in writing and returning the schedule.

If you do cancel the policy within the cooling-off period, as long as you have not made a claim, we will refund all the premium you have paid. If you have made a claim, you will not get a refund.

You can cancel your policy at any time after the cooling-off period by telling the person who arranged this insurance for you, or by telling us in writing, and returning the schedule. If you have made a claim, you will not get a refund. If you have not made a claim, when we receive your notice and schedule, we will cancel the policy and send you a pro rata refund.