

Cyber

Policy summary

This leaflet provides a summary of the significant features, benefits and limitations of the cover provided by the Zurich Insurance plc Cyber policy. The full terms, conditions and exclusions are shown in the policy document. If you want to see full details of the cover, please refer to the policy document.

Type of insurance and cover

This policy provides cover for first party losses and liabilities to third parties following a cyber security or privacy event. It is designed for commercial businesses domiciled and registered in the UK and with a turnover of less than £25,000,000.

The standard duration of the non-investment insurance contract is 12 months.

Significant features and benefits

Extension/cover	Standard wording/limits
Aggregate limit of indemnity	Flexible limits up to £2,000,000
Business Income Loss and Increased Cost of Working	Policy limit
Privacy breach and Reputational Rebuild Costs	Policy limit
Security and privacy liability	Policy limit
Regulatory proceeding defence costs	Policy limit
PCI – DSS payments (if operative)	Inner sub-limit
Emergency costs	Inner sub-limit
Digital asset replacement expenses	Policy limit
Cyber extortion threat and reward payments	Policy limit
Cyber terrorism	Policy limit
Internet media liability	Policy limit
Computer hardware damage costs	Inner sub-limit
Crisis management (provided when buying a policy limit of £100,000 and more)	Inner sub-limit
Civil fines and penalties	Policy limit

Digitalresolve (if Crisis Management is operative)

Zurich's Global partnership with Digitalresolve enables us to provide a global one-stop shop that harnesses and manages the resources you need to recover from a damaging cyber event. If an incident occurs, you can call our multilingual team, day or night. This will prompt a dedicated Incident Manager to appoint and co-ordinate cyber experts to support your business. Your Incident Manager will also remain in place from notification to conclusion, managing the services and acting as your main point of contact throughout.

Significant exclusions or limitations:

- Bodily injury and property damage
- Civil fines and penalties not insurable by law
- Contractual liability
- Directors' and officers' complicity
- Electromagnetic field, radiation or electromagnetism
- Foreign operations
- Government seizure
- Obscenity
- Patents
- Pollution or contamination
- Power failure
- Prior circumstances and claims
- Professional services
- Terrorism
- Unlicensed software
- Unsolicited communication
- Work done in the United States of America or Canada or territories under their jurisdiction

Crime (if selected)

Provides insurance cover for first party losses following theft and fraudulent acts through electronic means.

Extension/cover

Aggregate limit of indemnity

Cyber crime

Social engineering

Standard wording/limits

Limit up to £250,000, depending on aggregate limit of indemnity selected for the policy

Section aggregate limit

Section aggregate limit

Significant exclusions or limitations:

- Defence costs
- Inter insured
- Inventory or profit and loss computation
- Prior circumstances and claims
- Prior knowledge of fraud or dishonesty
- Proprietary information and trade secrets
- The first £5,000 of any social engineering loss

Insurance Act 2015

This policy is compliant with the principles of the Insurance Act 2015 law reforms. It also incorporates an 'opt out' which aims to promote good customer outcomes. We have opted-out of the 'proportionate reduction of claim remedy' available to insurers under the Act. This means that in cases of non-disclosure or misrepresentation which are neither deliberate nor reckless, if we would have charged an additional premium had we known the relevant facts, we will charge that premium and pay any claims in full rather than reducing claims payments in proportion to the amount of premium that would have been charged.

We believe that our 'additional premium approach' should, in most situations, be more favourable to our customers when compared to the proportionate reduction of claim remedy. Our additional premium approach does not affect our right to apply the other remedies available under the Act for non-disclosure or misrepresentation.

Cancellation rights

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

Claims

To notify a claim please write to:

Financial Lines Claims Team
UK Claims Operation
Zurich Insurance plc
70 Mark Lane
London
EC3R 7NQ

or

Email: professional&financial.lines.newclaims@zurich.com

Our complaints procedure

We are committed to providing a high level of customer service. If you do not feel we have delivered this, we would welcome the opportunity to put things right for you.

Many concerns can be resolved straight away. Therefore in the first instance, please get in touch with your usual contact at Zurich or your broker or insurance intermediary, as they will generally be able to provide you with a prompt response to your satisfaction. Contact details will be provided on correspondence that we or our representatives have sent you.

If we can resolve your complaint to your satisfaction within the first few days of receipt, we will do so. Otherwise, we will keep you updated with progress and will provide you with our decision as quickly as possible.

If you are not happy with the outcome of your complaint, you may be able to ask the Financial Ombudsman Service to review your case.

We will let you know if we believe the ombudsman service can consider your complaint when we provide you with our decision. The service they provide is free and impartial, but you would need to contact them within 6 months of the date of our decision.

More information about the ombudsman and the type of complaints they can review is available via their website www.financial-ombudsman.org.uk.

You can also contact them as follows:

Post: Financial Ombudsman Service,
Exchange Tower, London, E14 9SR

Telephone: 08000 234567
(free on mobile phones and landlines)

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

If the Financial Ombudsman Service is unable to consider your complaint, you may wish to obtain advice from the Citizens Advice Bureau or seek legal advice.

The Financial Services Compensation Scheme (FSCS)

We are covered by the Financial Services Compensation Scheme (FSCS) which means that you may be entitled to compensation if we are unable to meet our obligations to you. Further information is available on www.fscs.org.uk or by contacting the FSCS directly on 0800 678 1100.

Zurich Insurance plc

A public limited company incorporated in Ireland. Registration No. 13460.

Registered Office: Zurich House, Ballsbridge Park, Dublin 4, Ireland.

UK Branch registered in England and Wales Registration No. BR7985.

UK Branch Head Office: The Zurich Centre, 3000 Parkway, Whiteley, Fareham, Hampshire PO15 7JZ.

Zurich Insurance plc is authorised by the Central Bank of Ireland and authorised and subject to limited regulation by the Financial Conduct Authority. Details about the extent of our authorisation by the Financial Conduct Authority are available from us on request. Our FCA Firm Reference Number is 203093.

Communications may be monitored or recorded to improve our service and for security and regulatory purposes.

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