

## About Vailo

Vailo Insurance Services Ltd, is an independent, Canadian-owned MGA (Managing General Agent) providing innovative underwriting solutions to a select broker network across Canada.

Formed in 2019, Vailo began with the bold vision of re-imagining the way brokers, companies and individuals alike prepare for change. With over 100 years of combined underwriting and MGA experience, a vetted leadership team, and a strong digital foundation, Vailo offers commercial protection across both standard and non-standard lines, backed by the world's leading insurance providers.

[www.vailo.ca](http://www.vailo.ca)

[info@vailo.ca](mailto:info@vailo.ca) | +1 (877) 787 6737

# + Cyber Security

Product Brochure | Canada

## Overview

In the digital age, it is critical to broaden your business insurance policy to protect your bottom line and your reputation. Whether your organization is a multinational corporation, a sole proprietorship, or a non-profit its operations are susceptible to online attacks from hackers and other criminals lurking online. While technology improves a company's efficiency and ease of doing business, the downside is that it leaves the company vulnerable to cyber attacks. Cyber insurance is designed to support your business if computer networks are breached, causing information to be stolen or ransomed, business operations to be interrupted, computer systems to be corrupted, and other serious professional consequences.

Vailo's Cyber and Data Breach coverage is designed to be added to your Vailo Package Policy.

Offers insureds comprehensive cyber protection; including access to our 24/7 incident response service.

Limits range from \$25,000 to \$1,000,000.

Premiums starting from only \$100.

## Features + Highlights

### BUSINESS INTERRUPTION

This covers loss of income, operating expense and extra expense, caused by the total or partial interruption or degradation in service of the computer system, as a result of a security breach, administrative error or power failure.

### DIGITAL ASSET DESTRUCTION

This covers the expenses incurred to restore or recreate digital assets incurred as a direct and necessary result of a privacy breach, security breach or administrative error.

### INCIDENT RESPONSE EXPENSES

This covers the costs to manage a privacy breach or a security breach including IT forensic costs, public relations and legal expenses as well as the cost of notifying customers of the situation and providing credit or monitoring to them.

### CYBER EXTORTION

This covers extortion expenses and payment incurred if you are subject to a ransom demand relating to your data or computer systems.

### REGULATORY DEFENCE AND PENALTIES

This covers regulatory fines and penalties and defense expenses which the insured is legally obligated to pay as a result of a security breach or privacy breach.

### PAYMENT CARD INDUSTRY FINES AND EXPENSES

This covers payment card industry fines and expenses and defense expenses which the insured is legally obliged to pay as a result of a claim arising from a security breach or privacy breach.

### SECURITY AND PRIVACY LIABILITY

This covers damages and defense expenses which the insured is legally obligated to pay as a result of a security breach or privacy breach.

### MULTIMEDIA LIABILITY

This covers damages and defense expenses which the insured is legally obligated to pay as a result of a claim arising from multimedia activities.

## Support Services + Claims

Vailo has partnered with CyberScout to provide insureds with the means to better understand their exposure to cyber risk and, in the event of an incident, offer expertise and guidance to remediate the situation.

With CyberScout Cyber Services, insureds will receive valuable educational resources and tools that help them understand their data risks better and take steps to prepare for a cyber incident.

If a data breach does occur, Vailo policyholders will have access to a hotline to call for support in determining the extent of the incident, guidance on remediation and complete support for identifying and executing notifications to affected individuals in accordance with relevant breach laws and regulations.

## Support Services

CyberScout provides the following services to assist our insureds:

### 24/7 LIVE CALL CENTRE

### MULTILINGUAL RESPONSE TEAM

- Specialists that speak English, French, Spanish, Swedish, German and Mandarin

### CYBER CRISIS MANAGEMENT

- Evidentiary support
- Notification assistance (Email, postal mail, webpage)
- Forensic Cyber incident response (Virtual investigation)
- Facilitate ransomware payment

### ENGAGEMENT WITH THIRD-PARTY SPECIALISTS

- Legal providers
- PR firms
- IT Solutions

### BREACH VICTIM REMEDIATION

- Credit monitoring
- Dark Web monitoring
- Post-breach call centre support
- Victim services fraud call centre

## Contact Us

From our innovative approach to our core products, Vailo is re-imagining the underwriting process. Our team of experts is always eager to hear from you. Contact us today to explore what a partnership might look like.

### CONTACT INFO

+1 (604) 829 3811  
+1 (877) 787 6737  
E: [info@vailo.ca](mailto:info@vailo.ca)

Suite 430  
255 Newport Rd  
Port Moody, BC  
V3H 5H1

### For Claims:

[claims@vailo.ca](mailto:claims@vailo.ca)

### Office Hours:

8:30am – 4:30pm (PST)