

TRAVELERS 

INDUSTRYEdge[®]

Technology Professional Indemnity and Cybermedia Liability Insurance

PRODUCT INFORMATION

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Professional indemnity

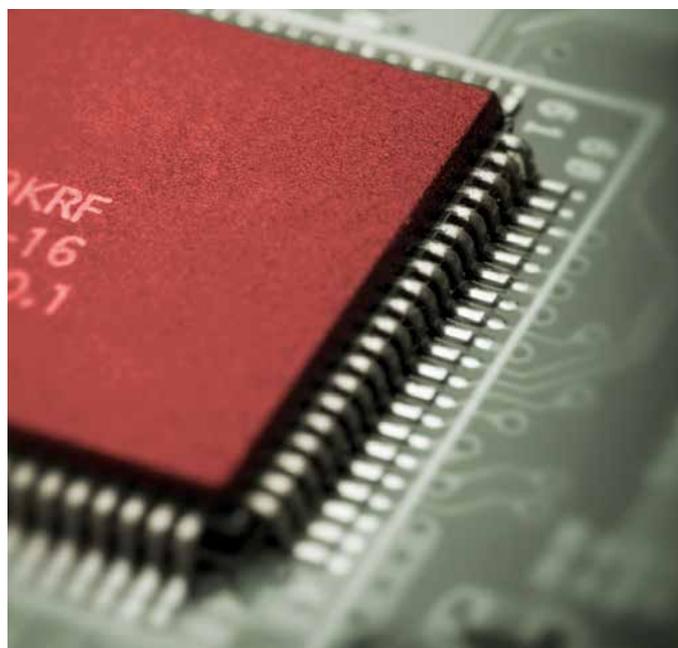
Sometimes, despite your best efforts, a customer will tell you that your product or your work failed to meet their expectations.

When this happens, even your best customer may choose to make a claim against you alleging lost profits or business disruption. If you fail to insure these exposures with a professional indemnity policy, you may pay the defence costs and compensatory damages out of your own pocket. Defence costs alone could be catastrophic to the financial health of your business.

When you consider that well-written contracts are challenged in court every day and even high-quality products or services can fail to meet expectations, you need to protect yourself.

Coverage highlights

- Cover for breach of verbal or written contract
- Warranty and Condition Precedent Free wording
- Any One Claim limits available for a wide range of IT and software technology activities
- Separate limit towers for Professional Indemnity and Intellectual Property Rights
- Policy Deductible does not apply to Defence costs
- Defence costs may be available in addition to the limit of indemnity
- IPR cover includes breach of patent (excluding North America)
- Automatic acquisition cover for newly created or acquired subsidiaries



CLAIM SCENARIO ONE: You design a radio unit that is integrated into a wireless telephone system. Contractors install a capacitor into your radio unit incorrectly as a result of an error in your schematics, causing failures to occur. Between 12,000 and 14,000 units are installed by the time the problem is discovered. Your client asserts a claim seeking to recover damages resulting from the failures.

CLAIM SCENARIO TWO: You develop software to integrate with a client's HR and payroll systems. You fall behind in delivering the work, resulting in missed milestones and non-functioning project modules. You contend that the client repeatedly changed the size and scope of the project. Ultimately, the client fires you and files a claim, seeking to recover lost profits due to the disruption.

RESULT: Travelers Technology PI policy would be there to help with claims for compensation as civil liability cover is provided in respect of an error, omission or negligent act.

Policy exclusions and conditions do apply – please refer to policy wording for full terms, exclusions and conditions. In no event will Travelers be liable in tort or in contract to anyone who has access to or uses this information. Travelers does not limit or exclude any liability for death or personal injury caused by its acts or omissions. This information does not amend, or otherwise affect, the provisions or coverage of any insurance policy issued, nor is it a representation that cover does or does not exist for any particular claim or loss under any such policy.



Intellectual property rights (IPR)

In today's world, copyright and trademark infringement can be just a mouse click away. With technology making it easier for creative material to be copied, plagiarised or misappropriated, it's increasingly likely to occur. With businesses becoming ever more vigilant about protecting their property rights, your material could be the subject of infringement or plagiarism claims.

Failing to insure these exposures means you could pay all defence and settlement costs out of your own pocket: *would you be prepared to face this on your own?*

Coverage highlights

- Cover available as an optional extension to the PI cover
- Warranty and Condition Precedent free wording
- Separate limit tower for IPR coverage
- Cover includes breach of patent cover (excluding North America)

CLAIM SCENARIO: You overhaul your brochure for the launch of your new product. This now contains a new logo for the new product. After seeing your brochure, another company brings a trademark infringement claim against you, contending that your new logo is similar to its own trademarked material. The claim seeks damages, as well as an injunction to stop you from using the trademark.

RESULT: Travelers IPR cover would be there to help with claims for compensation resulting from unintentional infringement or violation of any of the following rights or laws:

- (a) copyright
- (b) patent
- (c) trade secret
- (d) trademark
- (e) confidential information
- (f) registered design
- (g) plagiarism
- (h) any act of passing off
- (i) unauthorised use or appropriation of domain name or metatag or uniform resource location or
- (j) any other intellectual property right

Cybermedia liability

Many technology businesses today are driven by data. With that comes the profound responsibility to protect your customers' private information, to prevent the inadvertent transmission of computer viruses and to ensure that authorised users are able to securely access your website or computer network. The theft or misuse of private or confidential customer information is increasingly in the limelight. Even though a company may not have done anything wrong, it may face claims from its customers.

Coverage highlights

- Clear cover for third party cyber liabilities
- Warranty and Condition Precedent Free wording
- Separate limit tower for Cybermedia Liability
- IPR cover is automatically included under Cybermedia Liability and includes breach of patent cover (excluding North America)
- Includes denial of access and transmission of a computer virus
- Includes automatic acquisition cover for newly created or acquired subsidiaries

CLAIM SCENARIO ONE: Your employee inadvertently downloads a destructive computer virus that spreads to other files housed on your computer network. Your client downloads information from your website, allowing the virus to spread to the client's computer system and resulting in widespread loss of data and a computer network shutdown. Your client sues you, contending you should have prevented transmission of the virus. The client seeks damages for the lost data and financial loss caused by the network shutdown.

CLAIM SCENARIO TWO: An employee inadvertently emails personal details regarding your customers to a third party. This is reported in the media and you receive claims from the individuals whose data has been compromised demanding compensation for contravention of the Data Protection Act and for distress caused.

RESULT: Travelers' Cybermedia Liability policy would be there to help with claims for compensation resulting from failure to prevent the transmission of a computer virus and compensation for distress caused by unintentional contravention by the Insured of the requirements of the Data Protection Act.

OUR KNOWLEDGE IS YOUR EDGE

Claims service

Protect your bottom line. At Travelers we recognise the importance of effectively managing claims costs to help the long term success of a business. Our highly skilled and knowledgeable claims specialists understand the types of losses that can occur in the technology industry and strive to provide a fast, efficient and sympathetic response.

We offer:

- Ability to report claims 24 hours a day, 365 days a year via electronic claims forms located on our website
- For eligible larger policyholders, a full claims handling service for claims falling within deductibles and aggregates
- Highly skilled claims handlers – the majority of whom are professionally qualified – which enables us to minimise the amount we spend on solicitors, loss adjusters and other third party providers thus keeping claims costs down

Technology claims in the US. We are used to dealing with US lawyers and can call upon the expertise held in our UK based Claim Legal department who are very familiar with the legal system, differences between Courts, legislation and lawyers in the US.

We can call upon the resources of our US parent company and their Claim operation which includes:

- A specialist Technology Claim team who we have called upon in the past to advise on liability issues and also to attend meetings and mediations for us across the US.
- A specialist in-house litigation operation, employing experienced litigators.
- Substantial knowledge resources in respect of local lawyers across the States and local Courts.

Otherwise across the globe, we have close contacts with a number of global law firms and experience of claims in many jurisdictions.

Risk control

Don't risk your bottom line. The Risk Control team at Travelers is an innovative provider of proactive risk control services. Our knowledgeable professionals make a difference in helping you to control and prevent business losses.

We can provide industry specific guidance on:

- Security both physical and electronic
- Business continuity and disaster planning
- Product quality
- Advice on industry comparisons and loss experiences

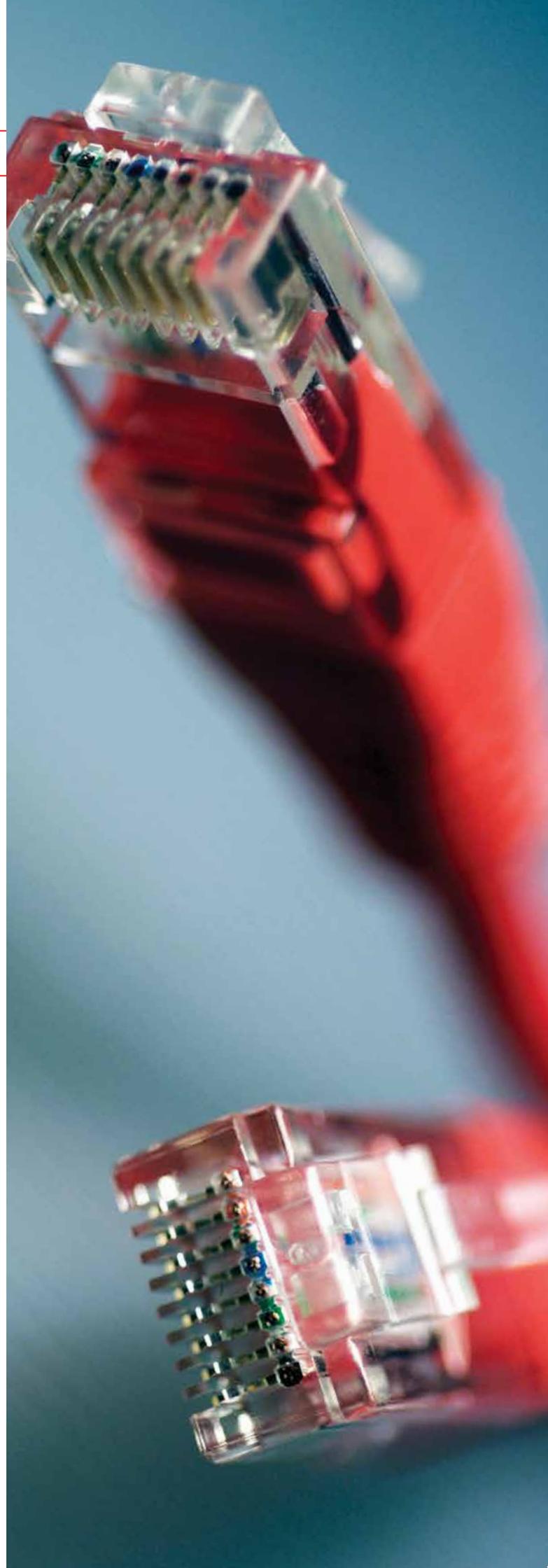
We also offer access to a collection of safety and risk management resources relevant to the technology industry.

Topics include:

- Computer Data Media Storage
- Managing Social Media Liabilities
- Data Protection and Cloud Computing

Contact your local Travelers representative to find out more or visit travelers.co.uk/technology





Reasons to choose Travelers

- **Technology Package.** In the UK and Ireland Technology customers are able to benefit from a tailored warranty and condition precedent free segmented wording covering the following

Property Damage	Legal Expenses
Money and Personal	Goods in Transit
Accident (Assault)	Business Interruption
Cyber – Network Security	Computer Breakdown
Terrorism (UK)	Employers' Liability
Public & Products Liability	Product Recall – Costs Only
Professional Indemnity	Cybermedia Liability

- **Depth and breadth of general and specialist product offerings.** Travelers provides a broad range of property, liability, professional indemnity and management liability insurance and risk solutions for the private, public and institutional sectors.
- **Claims service.** At Travelers we recognise the importance of effectively managing claims costs to help the long term success of a business. Our skilled and knowledgeable claims specialists strive to provide a fast, efficient and sympathetic response.
- **Strong underwriting culture.** Travelers has a flexible underwriting approach which, when linked with our expertise, enables us to analyse complex risks and difficult classes of business so that our terms and pricing most accurately reflects the risks, including any international exposures.
- **Travelers has BSi ISO9001:2008 Quality Management Standard accreditation** which means you benefit from a high level of service supported by a well-documented management system.
- **Range of Coverage.** In the UK and Ireland, the diverse business lines offered through Travelers Insurance Company Limited; Travelers Syndicate Management Limited (Syndicate 5000 at Lloyd's); and Travelers Underwriting Agency Limited afford its customers a wide range of coverage.

About Travelers

The Travelers Companies, Inc. is a leading provider of property liability insurance for motor, home and business. The group has more than 30,000 employees and operations in the United States, Canada, UK and Ireland, and a joint venture in Brazil, under the brand JMalucelli Seguros. The group generated revenues of approximately USD\$26 billion in 2013.

Our Europe based operations offer our customers a wide range of coverage through Travelers Insurance Company Limited; Travelers Syndicate Management Limited (Syndicate 5000), which trades on the Lloyd's market; and Travelers Underwriting Agency Limited.



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Travelers Insurance Company Limited, Exchequer Court, 33 St. Mary Axe, London EC3A 8AG.

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