



# Cyber Select policy overview

# Contents

Thank you for choosing Allianz Insurance plc. We are one of the largest general insurers in the UK and part of the Allianz Group, one of the world's foremost financial services providers.

With Allianz Insurance plc, you can be confident that you're insured by a company which is relentless in its commitment to protecting and serving you. You can trust us to insure your business, as we've been providing leading insurance solutions in the UK for over 100 years.

We work in partnership with your insurance intermediary to ensure you receive the highest levels of product and service excellence. Our technical experts understand how best to protect you against the risks your business faces.

If you need to make a claim you will be in safe hands. Our professionally trained staff aim to treat you, as you would expect, both promptly and fairly. By listening to you, and understanding your needs we will provide you with the most appropriate solutions to get your business trading again as quickly as possible.

---

Policy Overview 1

---

**COVER** 3  
 Cover Provided 3  
 Extensions 5  
 Exclusions or Limitations 7



**IMPORTANT**  
 Should you need further details or have any questions your insurance intermediary will be delighted to help.

This is a policy overview only and does not contain full terms and conditions of the contract of insurance. Your quote schedule will show the cover provided and the sums insured. Full terms and conditions can be found in the policy documents, a copy of which is available on request.

### What is Cyber Insurance?

Our Cyber Select Insurance policy is designed to provide comprehensive cover to ensure a company is fully protected in the event of data loss or a cyber security incident. The policy provides a full suite of third party and first party covers as well as all the costs typically associated with a cyber incident.

The policy is underwritten by Allianz Insurance plc.

### What is the policy duration?

This policy has a twelve (12) month period of insurance (unless shown differently on your policy schedule), and is annually renewable. Start and end dates of the policy are detailed in the policy schedule.

### How do I cancel the contract?

The policy may be cancelled at your request however you will not be entitled to a return premium.

To cancel the policy, please contact the insurance adviser who arranged the policy.

### How do I make a claim?

If you need to claim, your dedicated claims handler will help and guide you through the process. You can notify us of a claim by:

#### Telephone:

Allianz Global Corporate & Speciality claims  
**020 3451 3679**

Lines are open from 9am to 5pm Monday to Friday  
Email: [financiallinesclaims@allianz.com](mailto:financiallinesclaims@allianz.com)

Please have your policy number to hand and as much information about the claim as possible. For further information please see your policy wording.

### Your Obligations

You must make a fair presentation of the risk at inception, renewal and variation of the policy.

The premium is to be paid on request. Please speak to your insurance adviser about the options available for the payment of premium.

Please periodically review the policy documentation to make sure that it meets and continues to meet your needs and that you understand its terms, conditions, limits and exclusions. If you wish to make a change or if there is anything you do not understand please contact your insurance adviser.

Please tell your insurance adviser as soon as reasonably possible if there are any changes to your circumstances which could affect your insurance. If your circumstances change and you do not tell your insurance adviser, you may find that you are not covered if you need to claim.

You must tell us as soon as you can about any claim or incident that may lead to a claim. You or anyone claiming under this policy must not admit fault or responsibility, or pay, offer or agree to pay any money or settle any claim without our permission.

You must carry out and permit to be taken any reasonable action to prevent further loss, damage, liability or cost.

### Would I receive compensation if Allianz were unable to meet its liabilities?

Allianz Insurance plc contributes to the Financial Services Compensation Scheme (FSCS).

You may be entitled to compensation from the FSCS if we are unable to meet our liabilities. Further information about compensation scheme arrangements is available at [fscs.org.uk](https://www.fscs.org.uk), by emailing [enquiries@fscs.org.uk](mailto:enquiries@fscs.org.uk) or by phoning the FSCS on **0800 678 1100** or **0207 741 4100**.

**What is the law applicable to the contract?**

Unless agreed otherwise all aspects of the policy including negotiation and performance are subject to English law and the decisions of English courts.

**How do I make a complaint?**

If you have a complaint about anything other than the sale of the policy please contact our Customer Satisfaction Manager at:

Customer Satisfaction Manager  
Allianz Insurance plc  
57 Ladymead  
Guildford  
Surrey  
GU1 1DB

Telephone number: **01428 722 407**  
Email: [customer.satisfaction@allianz.co.uk](mailto:customer.satisfaction@allianz.co.uk)

If we are unable to resolve the problem we will provide you with information about the Financial Ombudsman Service which offers a free, independent complaint resolution service.

The Financial Ombudsman Service  
Exchange Tower  
London  
E14 9SR  
Website: [financial-ombudsman.org.uk](http://financial-ombudsman.org.uk)

Telephone: **0800 023 4567** or **0300 123 9123**  
Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

Full details of our complaints procedure will be found in the policy documentation.

# Cover

## Features and Benefits

### Cover Provided

#### Cover A – Third Party Liability

Cover for costs to third parties due to a cyber incident. These include:

- Privacy and Confidentiality Breach Liability – for damages or defence costs due to any claim made against you due to any personal and corporate data loss.
- Network Security Liability – for damages or defence costs due to claims made against you for failing to secure your network due to an alleged act, error or omission that leads to a cyber attack.
- Media Liability – for damages or defence costs of claims made against you arising out of your digital publications that cause
  - defamation or unintentional infringement of intellectual property;
  - invasion, infringement or interference of individuals rights;
  - any unfair competition advantages to you.
- Regulatory Legal Costs – for defence costs and fines and penalties following any unauthorised disclosure of personal information, or disclosure of confidential information.
- Internal Investigation Costs – for defence costs as a result of an internal investigation that is due to a regulatory request.
- Consumer Redress Fund – your costs you must pay into a fund for consumer claims as required by law
- PCIDSS costs – for contractual penalties imposed by the Payment Card Industry for breach of their Data Security Standards.

#### Cover B – Business Interruption

Cover for loss of profits and other costs associated with cyber-attacks, internal errors and unexpected technical failures.

#### Cover C – Crisis Management

Cover for costs incurred in the management of the impact on your business due to a cyber incident. This includes:

- Forensic Costs – to employ an IT expert to investigate and discover the method of attack and provide advice on how to mitigate against the attack.
- Data Breach Response Costs – following any actual or suspected breach of individuals privacy or breach of confidential information, cover is provided for an IT expert or any other external expert, in order to provide the following:
  - Data Identification and Preservation Costs – identify and preserve relevant electronic data on your computer system;
  - Legal and Regulatory Advice Costs – to advise you on your legal and regulatory duties so that you are able to report such any breach to any data subject, third party or regulator;
  - Notification Costs – to make notifications of the breach to any data subject, third party or regulator;
  - Third Party Indemnification Advice Costs – to determine the extent of any relevant obligations contained in any written contract between you and any service provider;
  - Call Centre Costs – the cost for you to operate a call centre for the benefit of affected data subjects and third parties;
  - Account and Credit Monitoring Costs – the costs to set up new account numbers, or costs for a credit monitoring service for 12 months, for the affected data subjects and Third Parties following the breach;
  - Other Costs – cover to pay costs in order to comply with any other legal requirement you may have to affected data subjects and third parties;
- Reputational Advice Costs – the cost to pay for a consultant to help with the reputational impact to you.
- Loss Adjustor Costs - cover for any fees payable to employ an IT expert in order to determine the amount and the extent of the losses.

# Cover (continued)

## Features and Benefits (continued)

### Cover Provided

#### Cover D – First Party Loss

Cover for costs to your business following a Cyber incident. These include:

- Hacker Theft – for loss of funds due to payments made by you due to a cyber attack.
- Cyber Extortion – for costs associated with a cyber extortion threat.

### Extensions

The following extensions are included in the policy:

- Emergency Costs – payment for defence costs, data breach response costs, mitigation costs and betterment to your computer system where it has not been possible to obtain our written permission.
- Mitigation costs – to help reduce further loss.
- Restoration costs – following a cyber business interruption event.
- Betterment – for the reasonable upgrade of hardware and software following an incident.
- Telephone Hacking – to cover costs due to hackers using your telephone system.

Criminal Reward Fund – payments to a fund in order to obtain information that leads to the arrest and conviction of those involved in illegal cyber activity.

## Cover (continued)

### Exclusions or Limitations

The following are the significant exclusions or limitations that apply to the policy. Please see your policy wording and schedule for more details of all the exclusion or limitations:

#### Cover Does not include:

- Dishonest or Improper Conduct – deliberate criminal, fraudulent, dishonest or malicious act or omission; or intentional breach or knowing violation of any duty, obligation, contract, law or regulation; or intentional causing of a Business Interruption Loss.
- Prior Claims and Circumstances – costs due to a cyber incident notified prior to the inception of the policy.
- Bodily injury or property damage – any bodily injury, sickness, mental anguish or emotional distress or disturbance, disease or death of any person or damage to or destruction of any property. This does not apply to mental anguish or emotional distress or disturbance of a data subject due to Privacy Breach or Media Wrongful Act.
- Trade Secrets and Intellectual Property – any plagiarism of, or infringement of any rights with respect to, information that derives independent economic value, patents, trademarks, trade names, copyrights, licenses or any other form of intellectual property. This does not apply to the cover provided for Media Liability.
- Trading – any losses or liabilities connected with any types of purchases dealing in securities, commodities, derivatives, foreign or Federal funds, currencies or foreign exchange.
- Licensing fees – any licensing fee or royalty payment. This does not apply to Restoration Costs incurred to purchase a software license necessary to reproduce electronic data or software.
- Securities Claims – any violation of laws, rules or regulations regulating securities, the purchase or sale or offer or solicitation of an offer to purchase or sell securities, issuance or any registration relating to securities.
- Company Versus Insured Claims – any costs due to a demand suit or proceeding, or any investigation or, in respect of Regulatory Costs and Fines Cover, any audit conducted by a regulator brought by the your company or any subsidiary.

#### Exclusions or Limitations specific to Business Interruption Loss, Restoration Costs and Business Interruption due to Legal or Regulatory Requirement:

- Network Interruption – any interruption or disturbance of electricity, internet, cable, satellite, telecommunication or other infrastructure, This exclusion only applies for incidents that are outside of the Insured's control.
- Scheduled interruption – any costs following a scheduled interruption of the your computer system.
- Unexpected Demand – your failure to anticipate or plan for normal or above normal operational demand for your computer system except where this demand is the result of a cyber attack.

#### Exclusions or Limitations specific to Criminal Reward Fund specific exclusions:

- No cover is provided where for any Criminal Reward Fund due to any information provided by any you or your auditors, or any individual hired or retained to investigate the illegal activity referred to in fund, or any other individuals with responsibilities for the supervision or management of them.

#### Significant Conditions:

The following are the significant conditions that apply to the policy. Please see your policy wording for more details on all the policy conditions:

It is a condition of the policy that you must:

- You must take all reasonable precautions to safeguard your computer systems and prevent or minimize the impact of a cyber incident.

**Allianz Insurance plc.**

Registered in England number 84638  
Registered office: 57 Ladymead, Guildford,  
Surrey GU1 1DB, United Kingdom.

Allianz Insurance plc is authorised by the  
Prudential Regulation Authority and regulated  
by the Financial Conduct Authority and  
the Prudential Regulation Authority.

Financial Services Register number 121849.