



Specialty Solutions | Technology Insurance

Where innovation meets experience to solve your technology risk management needs.

Working with Intact Insurance Company means you can rely on an exceptionally responsive team that is highly knowledgeable about the dynamic technology industry. We don't just know tech; we're passionate about it and those who share our focus. What's more, you will always reach an empowered decision maker who can promptly solve your risk management needs.

Our tailored solutions such as general liability, information risk, property, professional liability and privacy liability are available for a broad range of technology companies. Our Information Technology Solutions (ITS) policy includes: Technology Errors and Omissions (E&O) including Information Risk Liability (first and third party), as well as Communication & Media Liability. Here are just a few examples of recent new business written, carefully crafted to address your customers' unique risks and exposures.

Business description	Products	Revenue	Intact Solution
Software developer	ITS, CGL, Umbrella	\$32,000,000	CGL, Umbrella, Technology E&O and Information Risk Liability
IT Services	Property, Flood, Quake, Crime, CGL	\$4,500,000	\$1.3M Property TIV and \$2M CGL
Web developer	ITS, Property, CGL	< \$1,000,000	Technology E&O, Information Risk Liability, Property, Sewer Backup and Equipment Breakdown
Telecom	ITS, Property, CGL	\$650,000	\$2M CGL, \$1M Technology E&O, Information Risk Liability and Communication & Media Liability
Software developer	ITS, Property, CGL	\$500,000	\$1M CGL, Property, Technology E&O and Information Risk Liability
Wireless ISP and cabling	Property, CGL, Umbrella	\$450,000	\$750K Property TIV and \$2M CGL
IT consultant	ITS, Property, CGL	\$364,000	\$3M CGL, Property, Technology E&O, Information Risk Liability and Communication & Media Liability

Appetite

- Computer programming services
- Computer support, rental, maintenance, repair
- Software developers
- Electronics manufacturers
- Computer facilities management services
- Information retrieval services
- Telecommunications
- Robotics companies
- Internet service providers (co-location services)

- Prepackaged software (value-added resellers)
- Website design firms
- Data processing
- Web hosting
- Application service provider
- System integrators
- Instruments and measuring devices
- Systems consulting



CLAIMS SCENARIOS¹

Errors & Omissions Liability Coverage:

- A **custom software developer** is sued by one of its customers, an online retailer, for delivering a software application for a customer interface that the retailer alleges did not meet its specifications and failed to perform as required. The retailer sues the software developer alleging that it lost business while customers were unable to access its online ordering system.
- An employee of a **data storage company** fails to fully transfer a customer's data before deleting the contents of the drive where the data was being stored. The majority of the customer's data is lost. The customer sues the data storage company for negligence alleging that the customer cannot complete its ongoing projects without the data that was lost.
- A **printed circuit board manufacturer** has an agreement to provide PCBs to a mobile phone manufacturer. The mobile phone manufacturer receives reports from its customers that its phones are failing within two weeks of use. The mobile phone manufacturer inspects several of the failed phones and believes that it has traced the cause of the failure to defective PCBs. The mobile phone manufacturer is unable to meet its deadline to ship phones to its most valuable customer because it has only the defective PCBs in its inventory. The mobile phone manufacturer loses the revenue from the contract, and loses the future business of the customer. As a result, the mobile phone manufacturer sues the printed circuit board manufacturer.

Data Privacy Coverages – including both first-party and third-party coverages:

- The HR Director of a **telecommunications company** provides copies of all of the company's employees' and former employees' income statements in response to an email request that appears to be from the company's president. The email was actually a phishing scam used to acquire the employees' and former employees' names and social security numbers in order to file false tax returns. One of the company's former employees sues the company for negligence when it realizes that a false tax return has been filed on his behalf.
- An employee at a **telecommunications company** receives a phone call from someone posing as the internal help desk. The caller directs her to a website that appears to be internal and instructs her to enter her login credentials, so he can access her computer to install a software program. When talking with a co-worker later that day, the employee realizes that there was no scheduled software installation. She reports the phone call to her company's IT department, which confirms that there was no software deployment, and that a criminal likely has access to its customers' account data.

Why write business with Intact Insurance?

- Menu-driven approach enables customizing your customer's solution including technology errors and omissions (E&O), information risk, property, general liability and umbrella coverages
- Multi-faceted accounts with E&O exposure can be placed entirely with one market
- Specialized expertise of our dedicated team of technology insurance professionals
- A.M. Best Financial Strength Rating of A+ (Superior)²
- 24/7 claims services with specialized expertise
- Flexible payment options



Contact your Specialty Solutions representative or Commercial Lines underwriter to learn more.
To get a quote today, call 1 833 341 8012 or email technology.ss@intact.net

¹Any discussion of coverage herein is not intended to create a promise or binding statement of coverage of a specific claim or claims, as coverage for any claim depends on factors that include (but may not be limited to) the facts and circumstances of the claim, the language of the applicable policy of insurance and the applicable law.

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