

# Crime Coverage

## Frequently asked questions

To address the modern exposures facing businesses, Intact Insurance is pleased to introduce Specialty Solutions Crime insurance, along with an enhanced commercial lines Crime coverage.

### 1. How do the new Crime offerings differ from the previous coverage?

The Specialty Solutions Crime coverage is a new product made up of twelve insuring agreements, enabling Intact Insurance to address the needs of complex risks including those requiring higher limits. Coverage has been broadened on all insuring agreements from the previous coverage offered in Specialty Solutions.

The enhanced commercial lines Crime offer provides higher limits, broader coverages and coverages that were either not previously available to all customers or required endorsements.

### 2. What is covered under the Specialty Solutions Crime coverage?

The Specialty Solutions Crime coverage is made up of twelve insuring agreements

- Employee Theft Coverage
- Client Property Coverage
- Forgery or Alteration Coverage (including check, credit, debit or charge card coverages)
- Premises Coverage
- In Transit Coverage
- Computer Fraud Coverage
- Funds Transfer Fraud Coverage
- Money Orders and Counterfeit Currency Coverage
- Social Engineering Fraud Coverage
- Personal Accounts Protection Coverage (including personal accounts forgery or alteration and identify fraud expense reimbursement coverages)
- Telephone Fraud Coverage
- Expense Coverage (including investigative expenses and computer data restoration expenses)

### 3. Which customers will benefit from the Specialty Solutions Crime coverage?

- Customers who require higher limits than what is available on a packaged commercial lines policy
- Customers who require specialized underwriting to address their Crime exposures
- Customers who do not fit within the standard commercial lines profile

### 4. Can the insuring agreements that make up the Specialty Solutions Crime coverage be modified?

The limits on the insuring agreements can be tailored to the needs to the customer. Certain insuring agreements can be “not covered” due to the risk type or if not required by the customer.

# Crime Coverage

## Frequently asked questions

### 5. What is the coverage territory for the Specialty Solutions coverage?

All the insuring agreements in the Specialty Solutions Crime coverage apply worldwide.

### 6. Can the Specialty Solutions Crime coverage be packaged onto an Intact P&C policy?

No, the Specialty Solutions Crime coverage must be issued as a separate policy or added as a module to an Intact Insurance Management Liability policy. The Intact commercial lines Crime coverage has been designed to complement your customers' property or CGL policy. More information about this product can be found in the [Broker Lobby](#).

### 7. Is the Specialty Solutions Crime coverage available as a standalone policy?

Yes, Specialty Solutions Crime coverage is available as a standalone policy, or can be added as a module onto our Management Liability Insurance policy.

### 8. What basis of settlement options are available on the Specialty Solutions Crime coverage?

The Specialty Solutions Crime coverage has two options for basis of settlement:

- Loss Sustained option: Provides coverage for a loss sustained by an Insured during the policy period, prior to the termination of the Crime coverage Section, and discovered no later than 60 days following the termination of the Crime coverage Section.
- Loss Discovered option: Provides coverage for a loss sustained by an Insured and discovered prior to the termination of the Crime coverage Section. The loss does not have to occur during the policy period.

### 9. What is the Automatic Extended Discovery Period on the Specialty Solutions Crime coverage form?

The Automatic Extended Discovery Period provides coverage to an insured beyond the termination of the policy (depending on certain conditions). Specialty Solutions Crime coverage offers two options:

- Loss Sustained option: 60 days extended discovery period after termination of a policy
- Loss Discovered option: one (1) year voluntary dissolution period

### 10. What will happen to Crime policies currently placed with Specialty Solutions?

Customers that have Crime policies with Specialty Solutions will have their policies renewed on the new Specialty Solutions Crime coverage form. A liberalization clause will be added to the renewed policies, to address differences in coverages, deductible amounts and limits, to close any unintended coverage gaps and to ensure that customers receive the most favourable policy terms and conditions.

# Crime Coverage

## Frequently asked questions

### 11. What will happen to Crime policies currently placed with The Guarantee?

Customers that have The Guarantee's Crime Shield policies will have their policies renewed on the new Specialty Solutions Crime coverage policy. A liberalization clause will be added to the converted policies, to address differences in coverages, deductible amounts and limits, to close any unintended coverage gaps and to ensure that customers receive the most favourable policy terms and conditions. For certain classes of business, some coverage may be altered. This will be outlined in a policyholder notice.

### 12. What will happen to Crime policies currently placed with commercial lines?

All commercial lines policies with crime coverage will be converted to either Crime 1.0 or Crime 2.0 depending on the existing policy limits. If a policy requires a higher limit than the maximum offered with Crime 2.0, it will be referred to Specialty Solutions.

### 13. Are there any changes to the quoting process I should be aware of?

If you currently use SaversCL for quoting, the option to select Crime coverage is no longer available, due to the upcoming launch of Contact CL. If you currently use SaversCL and require a quote, please refer quotes to your underwriter to add Crime.

For a quote on the Specialty Solutions Crime coverage, submit new business requests to your D&O (Management Liability) team:

- British Columbia, Alberta, Saskatchewan and Manitoba: [fidelity.west@intact.net](mailto:fidelity.west@intact.net)
- Ontario and Atlantic Provinces: [fidelity.ontario@intact.net](mailto:fidelity.ontario@intact.net)
- Quebec: [spec@intact.net](mailto:spec@intact.net)

### 14. Where can I find additional information on Crime coverage to support conversations with my commercial customers?

For more information and materials, including a program fact sheet, selling tips sheet and claims scenarios, visit [BrokerLobby](#).

### 15. Where can I find additional information on Specialty Solutions Crime coverage?

For more information, including a highlight sheet, visit [intactspecialty.ca](http://intactspecialty.ca).

### 16. Who do I contact if I have questions about all Crime offers on behalf of my customer?

You can contact your underwriter or business development manager.