

# CYBER DEFENCE INSURANCE

## PROSPECTUS

### Why do I need Cyber Defence Insurance?

Cyber Defence Insurance is designed to protect your business against a number of cyber exposures – from hacking attacks and viruses to privacy breaches and theft of data.

It provides cover for direct costs to your business as well as claims from third parties, and also covers expenses associated with defending cyber claims, such as legal defence costs.

- You are protected against the loss of sensitive personal and corporate information caused by theft or altering of data, virus or malware, denial of service, and other losses of data from your computer systems or from your service providers (for example from the Cloud or your internet service provider)
- A cyber event can cause significant reputational damage in terms of both the reputation of the business and that of the senior executives. Cyber Defence Insurance helps you to minimise this damage to your brand and senior executives' reputations by providing cover for the cost of engaging external public relations consultancy services.
- Despite best efforts, cyber breaches by employees can happen. Cyber Defence Insurance covers your liability in the event you are sued as a result of information provided in your multimedia – such as on your website or in your company brochures. This could be caused by a breach of copyright, plagiarism, defamation, libel or slander.
- A cyber event can significantly impact your business financially. Cyber Defence Insurance covers you for loss of profits or revenue arising from a hacking attack or virus, damage to your computer systems, or operational error by an employee or service provider.

### FEATURES, BENEFITS AND EXTENSIONS

Cyber Defence Insurance provides cover for:

#### *Privacy Breach*

- Loss of personal or corporate information (including employee information)
- Loss of personal information held by service providers (for example, the Cloud, or internet service providers)
- Defence costs

#### *System damage*

- Rectification costs towards lost, damaged or destroyed IT systems and IT records/data
- Costs of external IT forensic or security consultants

#### *Business interruption*

- Loss of profits due to a cyber event (with no indemnity period restriction, subject to a time excess of 12 hours)

#### *Computer virus, transmission and hacking*

- Liability arising from hacker attacks or viruses.
- Loss or theft of your data (or data for which you are responsible).
- Loss by malware, phishing emails or denial of services attacks.
- Attacks by employees and third parties.

#### *Cyber Extortion*

- Payment of ransom, or costs associated with negotiating or mediating due to an extortion attempt.
- Crisis management costs.

#### *Multimedia liability*

- Protection against libel, slander or defamation.
- Cover for infringement of copyright, trademarks and trade names – on all your marketing material (digital or print).
- Covers your defence costs and third party's costs.

*Breach of statutory duties*

- Breach of statutory duty from E- Commerce business.
- Defence costs and compensation.

*Cyber Extortion Cover*

## Policy Extensions

- o Brand Protection Cover
- o Personal Reputation Cover
- o Privacy Fines & Investigations
- o Privacy Breach Notification & Loss Mitigation
- o Advancement of Defence Costs
- o Continuous Cover
- o Extended Reporting Period
- o Former subsidiaries run-off cover
- o Merged and/or newly acquired subsidiaries
- o Reward Expenses Cover
- o Computer Crime

*General*

- All subsidiaries (both new and former).
- All past, present and future directors, officers and employees.
- Your estate, spouse, heirs, and legal representatives.

*Additional benefits*

- 24/7 incident response team.
- Advancement of defence costs.
- 30 days Extended reporting period.
- Reward Expenses.
- Payment Card Industry Fines and Penalties.

**Exclusions**

- Known Claims and Known Circumstances
- Foreign jurisdictions
- Intellectual Property Rights Infringement
- Breach of Professional Duty
- Charge Backs
- Enforcement Order
- Failure or fitness of goods or services
- Internet infrastructure failure
- Satellite Failures, Electrical or Mechanical Failures
- Wilful or dishonest acts of principals
- Related Parties
- Fines, Penalties, Punitive and Exemplary damages
- Insolvency
- Pollution, Nuclear Risks, War & Terrorism
- Trade Debt

- Profit
- Asbestos
- Bodily Injury and/or Property Damage
- Government Confiscation
- Sanctions
- Unfair Trade Practices
- PCI Implementation
- Discrimination
- Trading

## Grievance

If You have a grievance about any matter relating to the Policy, or Our decision on any matter, or the claim, You can address Your grievance as follows:

### Stage 1: Bima Bharosa

You can register your grievances with the regulator using the following link: <https://bimabharosa.irdai.gov.in/Home/Home>

### Stage 2: Head – Customer Care

Alternatively, if you wish to register your grievances directly with us, you may write to the Head – Customer Care. We aim to respond to all Grievances within 7 days. In our initial acknowledgement of receipt letter, we will provide the name and title of the person that is handling your Grievance. This individual will have the authority necessary to investigate and resolve the Grievance.

Email: [head.customercare@sbigeneral.in](mailto:head.customercare@sbigeneral.in)

Toll-Free Number: 1800 102 1111 (Available 24/7)

### Stage 3: Grievance Redressal Officer (GRO)

In case, you are still not satisfied with the decision/resolution communicated by the above officer or have not received any response within 5 Business days, you may escalate the matter to the Grievance Redressal Officer (GRO) which will undergo a detailed case investigation, and we aim to resolve the issue within 7 days from the date of receipt of your Grievance at GRO Desk

Email: [gro@sbigeneral.in](mailto:gro@sbigeneral.in)

Designation: Grievance Redressal Officer

Phone: 022-45138021

**Note:** - The Company shall endeavour to maintain the regulatory TAT of 14 days in resolving your grievances.

### Stage 4: Escalation to Insurance Ombudsman

If you feel that the response to your Grievance was unsatisfactory, or if you believe your concerns have not been adequately addressed by the company, you may escalate the matter to the Insurance Ombudsman.

Submit your Grievance online: <https://www.cioins.co.in/Ombudsman>

INSURANCE IS THE SUBJECT MATTER OF SOLICITATION