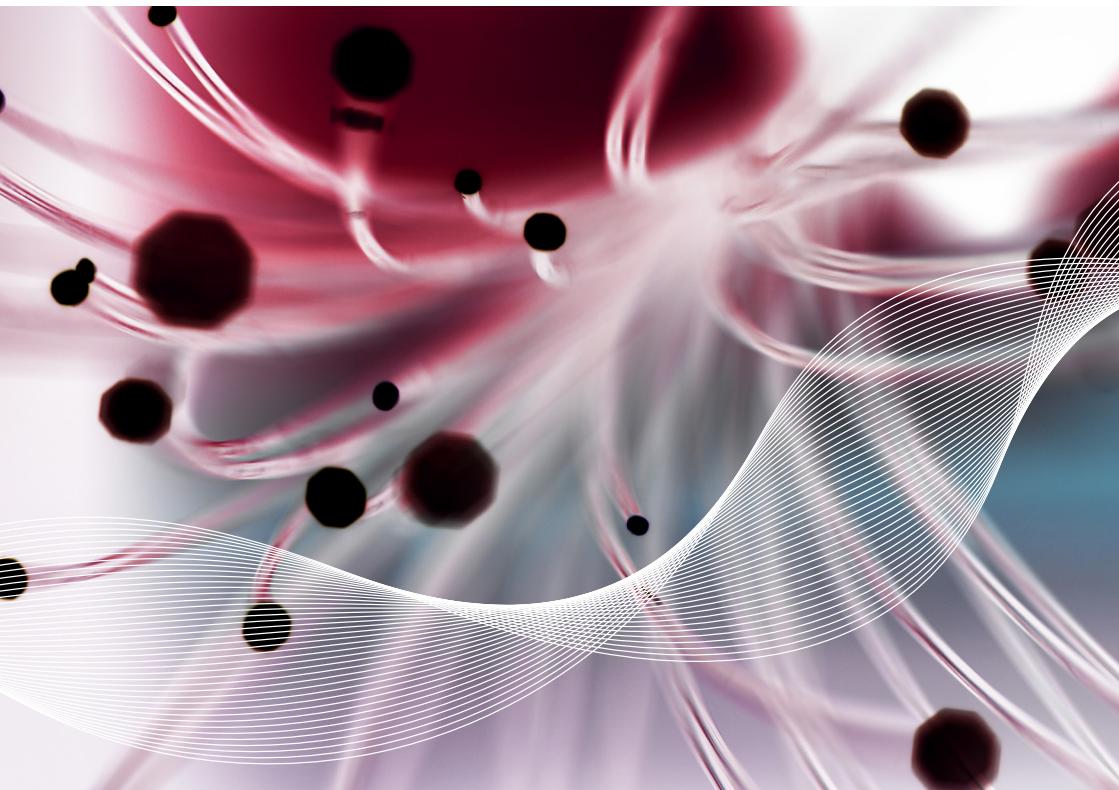




Your partner in
Technology
Combined insurance



MS Amlin is a leading insurer and reinsurer, and part of the global top-10 insurance group MS&AD. With a 300-year record and more than 2,400 people in 26 locations worldwide, we deliver continuity for businesses facing the most complex and demanding risks. In turn, this promotes continuity and prosperity around the world.



Technology insurance, tailor-made for your clients

UK technology companies know all about the benefits of working in a fast-paced, dynamic industry. But when things go wrong, they need an insurance partner that acts quickly, understands their market, and offers specialist support on a wide range of issues.

Our Technology Combined product has been designed by industry experts to provide exactly that. As well as traditional insurance risks like fire, theft and personal injury, it covers sector-specific challenges, such as cyber-attacks, data privacy, threats to intellectual property and a fast-changing regulatory landscape. So rather than having to take out multiple policies to protect their interests, your clients can build a single solution around the specific needs of their business.

“Technology has had a positive impact on the prospects of so many UK businesses, but there are inevitably times when things don’t go according to plan. These are the moments when having the right insurance is so important.”

Richard Coxon,
MS Amlin, Head of UK Underwriting



Why partner with us?

The reason we are trusted by so many brokers and clients throughout the UK, is that we take the time to understand each and every client. We listen to their concerns and develop innovative, industry-specific solutions that protect both their business and their people.

Industry experience

Alongside a dedicated team of technology underwriters, we have claims handlers and support teams with years of experience dealing with similar clients. With a wealth of knowledge at their disposal, they are used to handling complex risks and never short of ideas when you need a creative solution.

Technical expertise

Our insurance products are carefully designed to support a wide range of technology-based organisations. With unique Cyber and Tech E&O cover, tailored policy extensions and sector-specific risk management support, your clients will always be well looked after.

Flexible cover

In such a specialist industry, we know how important it is to customise our policies to the individual needs of your clients. So there's no such thing as a standard policy – we build each one around your client's exposures, so they get everything they need without paying for anything they don't.

Long-term security

Our minimum A financial rating, makes us a reliable option for even your most high-value accounts. It also means you can recommend our products with confidence to all types of business.

“We invest time and effort into each and every client in order to come up with a solution that adds genuine value.”

Mat Howden,
Development Underwriter,
Birmingham

One policy. Multiple options.

Our Technology Combined product is a modular insurance solution designed exclusively for UK businesses. Alongside traditional property and casualty insurance, it includes comprehensive Cyber and Tech E&O cover with a broad range of insuring clauses. You can also include specialist D&O and Engineering Breakdown cover for maximum protection.

Other than Legal Expenses, which is included automatically, all of the modules are optional and the limits can be adjusted to your specific requirements. With a broad range of covers to choose from, we mould the policy to suit the client, not the other way around.

Specialist covers

- Cyber and Technology Errors & Omissions (E&O)
- Directors & Officers (D&O)

Core covers

- Material Damage
- Business Interruption
- Employers' Liability
- Public & Products Liability – including Products Financial Loss and the option for worldwide product exports

Additional covers

- Terrorism
- Computer Breakdown
- Equipment Breakdown
- Engineering Inspection
- Legal Expenses (automatically included free of charge)
- Personal Accident
- Theft by Employee

Specialist covers

Cyber and E&O insurance

As one of the fastest growing threats to UK businesses, cyber insurance is a huge priority for technology companies – especially following the recent introduction of new European data protection laws. Our cover can safeguard your clients against a wide range of risks, from security breaches to malicious attacks covering both first and third-party losses. It's also supported by a dedicated panel of experts, who are on hand to guide you and your clients through any incidents.

We have deliberately designed our Cyber insurance to mirror the Confidentiality, Integrity, Availability (CIA) security model employed by many businesses within their

IT security departments. This allows you to easily overlay the cover against your clients' requirements and ensure they get the right protection.

Our Tech E&O cover provides protection against all typical professional liability exposures – from negligent errors through to infringement of rights. We have deliberately included Cyber and Tech E&O cover together to eliminate gaps in cover and give your clients comprehensive protection in one easy module. Alternatively, we can provide Cyber or Tech E&O individually and include additional extensions such as cyber-crime, PCI fines and reputational loss.

“Our Cyber and E&O cover is supported by one of the UK’s leading cyber law firms, which helps to ensure maximum protection and minimum disruption to our clients.”

Stephen Wares
Principal Cyber Underwriter

Cyber - Confidentiality	
Investigation	Costs of IT security experts determining existence, cause and extent of breach of confidentiality or privacy, plus associated legal costs.
Liability	Costs of defending and settling claims by third parties following a breach of confidentiality or privacy.
Regulatory	Penalties and related costs due to a regulatory action arising from a breach of privacy.
Response	Costs of legal advice, crisis management, notification to affected parties and credit monitoring.
Extortion	Costs of investigating and resolving extortion attempts following a breach of confidentiality or privacy.

Cyber - Integrity	
Investigation	Costs of IT security experts determining existence, cause and extent of security breach, plus associated legal costs.
Restoration	Costs of recovering and replacing data or software following loss due to an operational error or security breach.
Interruption	Loss of profit and increased costs incurred due to an operational error or security breach.
Extortion	Costs of investigating and resolving extortion attempts following a security breach.

Cyber - Availability	
Investigation	Costs of IT security experts determining existence, cause and extent of security breach, plus associated legal costs.
Interruption	Loss of profit and increased costs incurred due to the unavailability of IT systems or data due to a security breach or Denial of Service attack.
Extortion	Costs of investigating and resolving extortion attempts following a security breach or Denial of Service attack.

Technology E&O

Wrongful Act	Damages and costs due to negligence, misrepresentation, dishonesty, breach of contract, or breach of copyright or intellectual property (IP)
Network Liability	Damages and costs due to defamation, violation of privacy, infringement of copyright of IP, or plagiarism, or due to a failure to prevent a security breach that results in third party damage
Fee Recovery	Reimbursement of unpaid client fees due to dissatisfaction of technology services provided to avoid a subsequent claim

Additional Extensions

Cyber Crime	Financial loss due to transfer of funds/property following fraudulent instruction, caused by security breach
PCI	Costs and fines incurred following breach of PCI regulations
Reputational Loss	Loss due to impact on brand/reputation, following media reporting of a breach of privacy or confidentiality

Directors & Officers (D&O) insurance

It's not unusual for directors, officers and partners of a company to be held personally accountable for certain business exposures. Our D&O module safeguards these senior members of staff against the possibility of legal action, with a range of meaningful limits of liability available to select.

The section is designed to cover the cost of defending or settling claims arising from health and safety, corporate manslaughter or employment claims, as well as claims such as breach of duty/trust, negligence or defamation. It offers financial protection and legal support to any named individual in the event of a claim.

Directors & Officers insurance

Side A	Covers the personal liability of company directors and officers as individuals (in circumstances in which they are not entitled to indemnity from the corporation they serve)
Side B	Provides reimbursement of the insured company in case it has paid the claim of a third party on behalf of its directors or officers
Employment Practice Liability	Covers the company against claims made by employees alleging employment-related issues such as discrimination or wrongful termination

Core covers

Material damage	Our core material damage section offers broad all risks cover, the option for full theft as well as valuable extensions such as Exhibitions & Trade Fairs, and Third Party Storage Locations
Business interruption	Our BI section is on a flexible first loss basis and includes sector-specific extensions with significant limits, including R&D Expenditure, Key Personnel and Customers & Suppliers
Employers' liability	We can offer limits up to £32.5m and the section includes cover for non-manual visits worldwide for up to 6 months
Public products liability	We can offer limits up to £32.5m and the section includes Products Financial Loss and the option to include worldwide product exports

Additional covers

Terrorism	Option to include Pool Re Terrorism cover for Material Damage and Business Interruption
Computer breakdown	Includes £50,000 any one loss cover for breakdown as standard, as well as ICOW, Incompatibility of Computer Records and Reinstatement of Data
Equipment breakdown and inspection	Breakdown and consequential loss as well as ICOW cover and Hire of Substitute Item up to £5,000 as standard
Legal expenses	Included automatically for free in all policies, and includes comprehensive cover up to £250,000 any one claim as well as a separate, updated GDPR data protection cover
Personal accident	Includes benefits up to £10,000 as standard as well as hi-jack, kidnap or unlawful detention cover

If your clients would like to include further covers, such as Product Recall or Motor Fleet, we can incorporate these additional policies into an overall package. Our underwriters are happy to consider most types of risk and build a solution around your specific needs.





A broad appetite for risk

As one of the largest Lloyd's syndicates, we are able to consider a wide variety of risks and cover clients across a range of segments within the technology industry.



Underwriting appetite

- UK domiciled businesses
- Looking for a combined solution
- GWP above £10,000

Examples of key trades

- Software development, sales and software-as-a-service
- IT consultancy, support and staffing
- Data hosting and analytics
- Web design/hosting

We're able to consider a vast array of companies, other than (typically):

- Activities relating to cryptocurrencies
- Computer game developers
- eWallets and prepaid debit, credit, loyalty and reward card providers
- Gambling software developers
- Health information exchanges
- Medical diagnostic software developers
- Point of Sale (POS) system/services
- Safety-critical automotive systems

“Rather than taking a one-size-fits all approach, we assess every client on its own merits and come up with a bespoke solution that suits everyone involved.”

Grant Thompson

Product Lead Package & Deputy Head of UK Underwriting

Specialist underwriting support

In such a specialist industry, the underwriting support you receive can be almost as important as the cover itself. Whether you're dealing with us face-to-face, electronically or over the phone, you'll find our team friendly, approachable and always willing to help.

Expert underwriters

Our technology proposition is backed by a team of highly experienced underwriters, who are experts in their field. With support from class-specific teams for Cyber, E&O and

D&O, our team is available across multiple locations – not just at the start but throughout the life of the policy.



Mat Howden
Senior Development Underwriter, Birmingham

0121 262 4153
mhowden@msamlin.com



Lewis Smith
Senior Underwriter, London

0207 746 3457
lsmith@msamlin.com



Chris Heath
Underwriter, Chelmsford

01245 396 480
[cheath@msamlin.com](mailto:c Heath@msamlin.com)



James Heys
Underwriter, Chelmsford

01245 396 458
jheys@msamlin.com

Specialist risk management

Risk management is one of our core strengths as a business. It sets us apart from many of our competitors and allows us to provide our technology clients with targeted support throughout the duration of the policy. We have a wealth of online resources available to all clients, and depending on premium spend can arrange specially designed risk engineering programmes supported by our highly regarded team of risk engineers and a range of third party specialists.

Online RISC portal

In addition to our dedicated risk engineers, all technology clients have access to our businessRISC portal – an online resource providing detailed information on managing risk and tailored guidance on property, casualty and motor risk management, across the tech industry and beyond. Clients can also access our unique risk management toolkits, designed to help manage and target the common root causes of claims.

Cyber Risk Management

Clients who purchase our Cyber and E&O module, receive free access to our eRiskHub – a go-to resource for all cyber-related risks. The hub is designed to help organisations shore up their defences and respond effectively to data breaches, network attacks and other cyber events. It also provides training, risk assessments, loss lessons and details of available vendors in the event of an incident.

“Offering practical support for our technology clients is crucial, and our risk engineers’ industry knowledge enables us to provide valuable guidance.”

Andy Jones
Head of Property & Casualty
Risk Engineering

Round-the-clock claims management

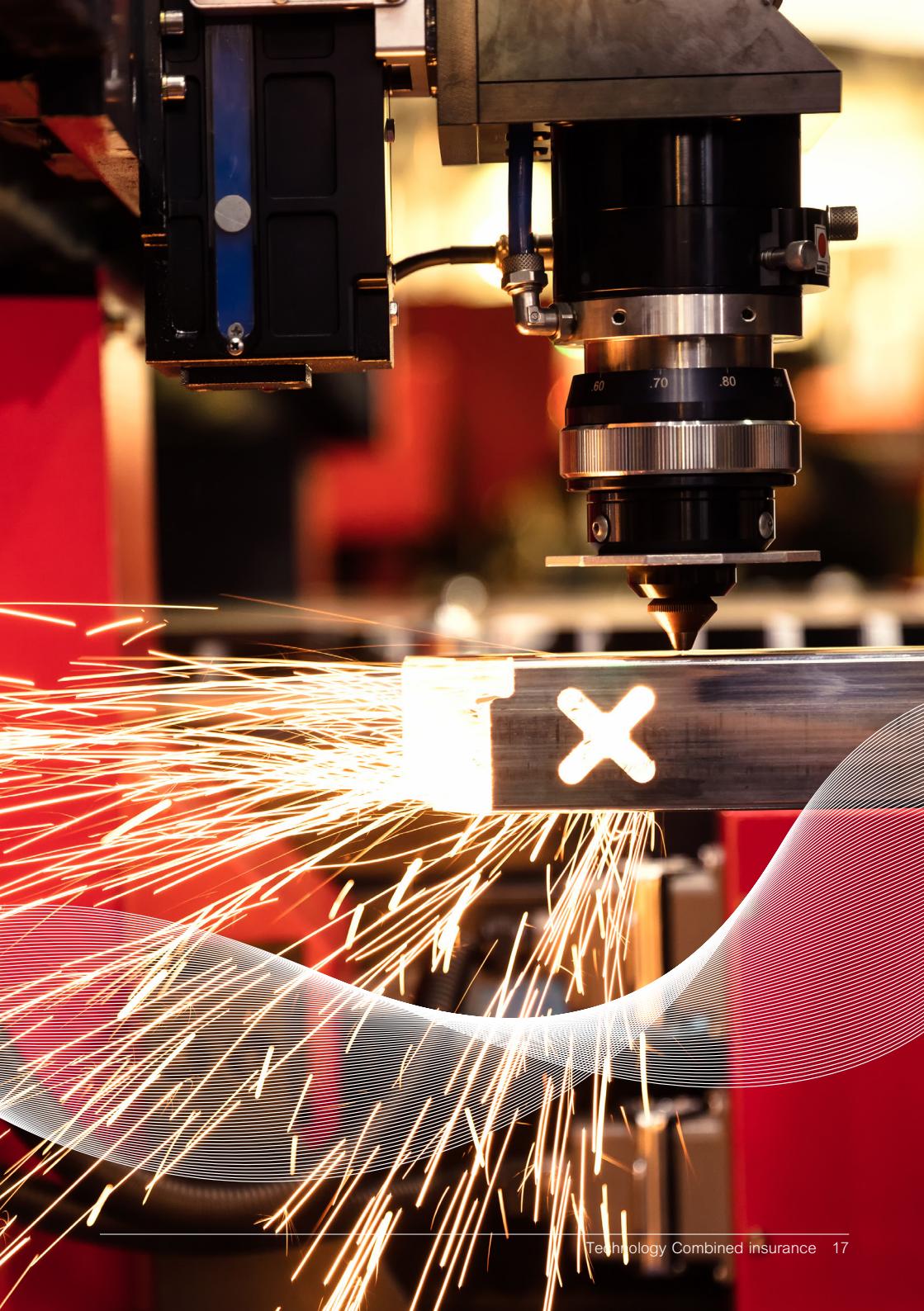
Our award-winning claims advisers work in partnership with external experts to make sure your clients receive a first-class service. Our largest clients also benefit from a dedicated claims manager to ensure the highest service levels at all times.

- All Cyber and E&O claims are managed by a specialist law firm from start to finish
- Cyber and E&O customers are given a 24/7 breach response line and access to panel of expert vendors, appointed as required for each claim
- Our experienced D&O claims advisers are supported by external legal experts and dedicated third party handlers for low value claims
- We have a dedicated third-party claims team for all property & casualty claims under £100,000, as well as in-house technical experts for all high-value or complex claims
- All legal expenses claims are handled by ARAG
- Clients benefit from real-time access to claims information, for the core property and casualty sections, in-house major loss expertise for complex or high-value claims, an expert fraud team, and nationwide in-house claims inspectors

Did you know

Our mid-market claims service is rated as outstanding.

Source: The Gracechurch Claims Report 2017



Typical technology claims

With a growing number of threats in today's market, it isn't always easy for technology clients to see how and why typical claims could affect their own business.

So, we've put together some examples of common claims scenarios to show how our cover can protect them, up to the limit of liability for each section or extension.

Example 1:

Cyber-attack

(System unavailability)

A digital marketing agency has its computer network infected by a virus that was accidentally downloaded. Its campaign software and client information databases cannot be accessed and the majority of online client work has to stop for 72 hours until the virus is removed. While the systems are unavailable, the business experiences significant disruption, delays to contracts and a loss of income.

Support from MS Amlin

- A forensic IT team removes the virus and restores the system to full operation
- Business interruption costs are covered for the 72-hour period the systems are unavailable, as well as the cost of any loss of business caused by the disruption over the following days
- Costs are also covered for employing the services of a back-up campaign platform for 48 hours (to help minimise business downtime)

Example 2:

Cyber/E&O

(Breach of confidentiality)

A data analytics firm negligently authorises a third party to access its databases. The third party then steals data records, which includes personal and financial information relating to 2,500 individuals. After fully reviewing the access rights, the firm is forced to contact the affected individuals and disclose the breach to the Information Commissioner's Office.

Support from MS Amlin

- The cost of notifying clients, credit monitoring and legal advice are all covered
- Specialist legal assistance is introduced to oversee the regulatory response and disclosure
- Any compensation claims from affected individuals are dealt with and costs covered

Example 3:

Products Liability/E&O (Inefficacy/Financial Loss/Wrongful Act)

A claim is brought against a software developer, whose anti-virus programme failed to prevent a common piece of malware from infecting the claimant's systems. The malware causes a fault and resultant damage to a piece of the claimant's machinery, and causes 48 hours of interruption whilst the systems are taken offline.

Support from MS Amlin

- Such an incident could potentially trigger both Products Liability and E&O covers for damages and claims costs
- By covering both sections under the same policy, the Insured receives seamless protection

Example 4:

Business Interruption (Essential Personnel)

A firm specialising in virtual reality, suffers significant damage to its development and growth strategy after its co-founder is paralysed in a road accident. As she was also one of the firm's key technology experts, there is now a significant skill gap. So in order to prevent a collapse in the firm's turnover it needs to bring in a new technology expert at considerable cost.

Support from MS Amlin

- A business interruption claim is made under the Essential Personnel extension. This pays up to £100,000 in additional expenditure and helps the firm manage its way through the incident

Example 5:

Errors & Omissions (Breach of IP)

A mobile app content provider is alleged to have misappropriated intellectual property from a competitor which they then used in their app content. The IP was brought to the insured by an employee hired from the rival firm, which he then used in the Insured's app unbeknown to the company's management. The subsequent court action awarded significant costs and damages against the insured and put a restriction on the further use of the content.

Support from MS Amlin

- The E&O insurance covers the cost of damages and defence costs

Example 6:

Equipment Breakdown (Prototype manufacturing)

A company designing components for computer screens suffers a loss and consequent interruption when its 3D printer has an electrical breakdown. The prototypes being produced are stopped and the project is halted for a week until the machine can be repaired or a temporary replacement sourced.

Support from MS Amlin

- The Equipment Breakdown cover pays for the damage to the printer, the loss of revenue suffered and the cost of hiring a substitute while the printer is being repaired

Continuity through financial strength

Our underwriting subsidiaries are highly rated for their financial strength. We also benefit from the exceptionally high ratings of the MS&AD Group, the eighth largest non-life insurer in the world, as well as being part of the Lloyd's of London Chain of Security.

MS Amlin at a glance

£3,407m

2017 Gross written premium

£1,958m

2017 Net assets

+20yrs

Wealth of experience
Senior Management average years industry experience

Financial strength

MS&AD Group

A+ (Superior) AM Best

A+ (Strong) S&P

A1 (Stable) Moody's

Syndicate 2001

A (Excellent) AM Best

A1 (Stable) Moody's

A+ (Strong) S&P*

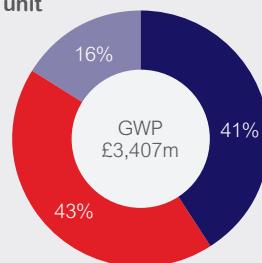
AA- (Very Strong) Fitch*

MS Amlin Insurance SE

A (Stable) S&P

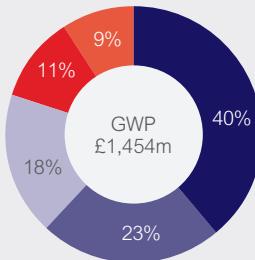
2017 Gross written premium by strategic business unit

- Reinsurance
- Property & Casualty
- Marine & Aviation

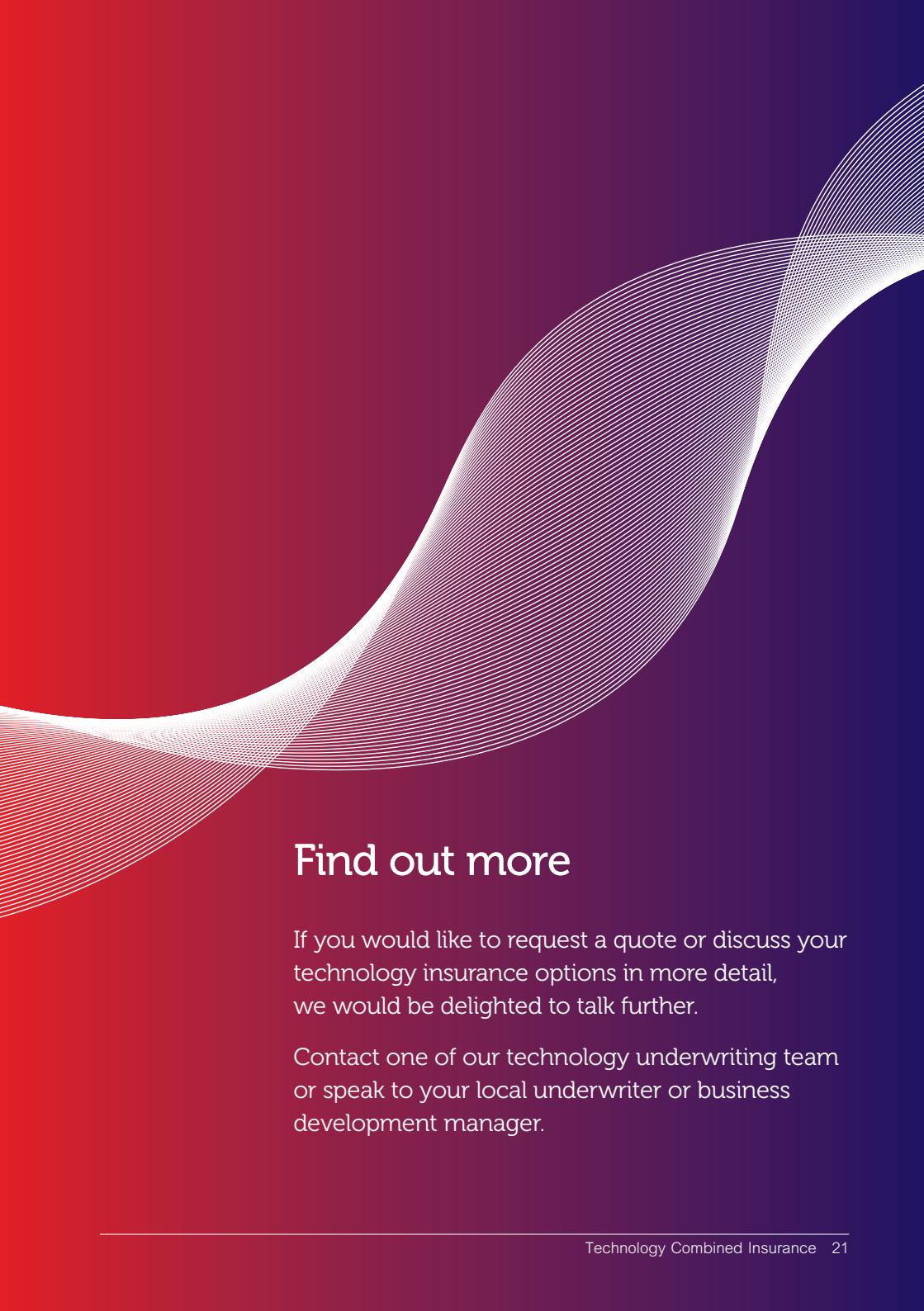


2017 P&C Gross written premium by geography

- UK
- North America
- Europe
- Oceania
- Other



*Lloyd's Market Rating (which applies to MS Amlin managed syndicate)



Find out more

If you would like to request a quote or discuss your technology insurance options in more detail, we would be delighted to talk further.

Contact one of our technology underwriting team or speak to your local underwriter or business development manager.



MS Amlin

The Leadenhall Building
122 Leadenhall Street
London
EC3V 4AG

Tel: +44 (0)20 7746 1000

msamlin.com

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