



# CYBER SELECT

*our proposition*

For Intermediary Use

**Allianz** 

# CYBER SELECT PROPOSITION

**Your company's computer system is hacked. A virus has been planted. Data is wiped from your systems. Your software is corrupted. Your employees are unable to work and your reputation is at risk.**

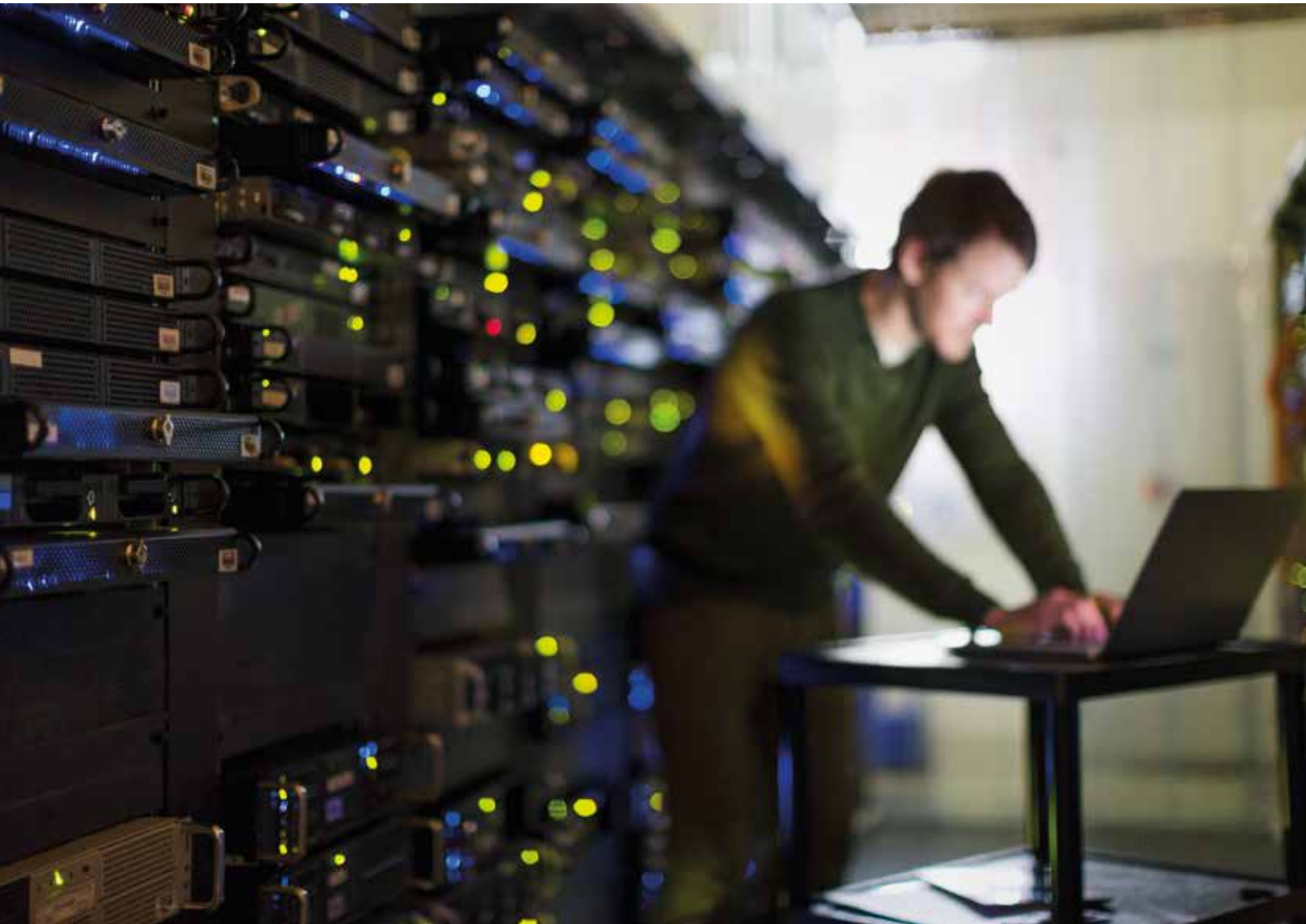
**Would you know what to do in the event of a cyber attack?**

The evolving digital and technological environment presents a new level of risk for businesses, both large and small, in the form of data breaches and cyber attacks. Hackers are becoming more sophisticated in exploiting network and software vulnerabilities and both the volume and cost of breaches are increasing. Recent reports show that a third of UK businesses have reported a cyber security breach or attack<sup>1</sup> and that cyber risk is now the joint highest concern for UK businesses.<sup>2</sup>

The increasing threat means that demand for cyber insurance is expected to grow. Therefore we've developed **Cyber Select** – a comprehensive cyber insurance product aimed at the mid-corporate market.

<sup>1</sup> Cyber Security Breaches Survey 2019: Department for Digital, Culture, Media & Sport.

<sup>2</sup> Allianz Risk Barometer 2019: [https://www.allianz.com/en/press/news/studies/190115\\_allianz-risk-barometer-2019.html](https://www.allianz.com/en/press/news/studies/190115_allianz-risk-barometer-2019.html)



## CYBER FACTS

- Cybercrime was the **top fraud** in the UK in 2018\*
- **£30 billion** – the cost of cyber security breaches to UK mid-market business\*\*
- Losses resulting from cyber can reach up to **25% of revenue**
- **65% of organisations** do not have cyber insurance that actually meets their needs
- **6.4 billion** fake emails are sent worldwide each day

## WHAT IS CYBER INSURANCE?

**“Cyber insurance covers losses relating to unauthorised use of IT systems or a data protection incident.”**

\*PwC's Global Economic Crime Survey 2018: UK findings  
\*\* Grant Thornton UK LLP, July 2019

# OUR PROPOSITION

**We provide comprehensive cover for first party, third party and crisis management costs plus access to pre-breach and post-incident services through an expert panel of partners.**



## APPETITE

Allianz's broad trade appetite means we can accommodate a wide variety of businesses from SMEs to mid-corporate companies with a turnover of up to £350m. Our sister company Allianz Global Corporate & Specialty (AGCS) caters for larger, global businesses with a turnover above £350m.

## OUR COVER

**Cyber Select** removes the complication from cyber insurance. With comprehensive cover for first party, third party and crisis management costs, plus the ability to choose the limit based on business size and need, your client can be reassured that they are covered by one of the most inclusive offerings in the market.

As part of our Commercial Select product suite, **Cyber Select** can be purchased standalone or as part of a package, making it easy to combine with Computer, Property, Casualty and Professional Indemnity covers. In partnership with a panel of experts we offer a variety of pre-breach and post-incident services. In case of an actual or suspected cyber security breach, your client will have access to a 24/7/365 hour incident response telephone service, through our award winning<sup>3</sup> partner Norton Rose Fulbright.

Your client can therefore have confidence that their data, programmes and systems are in the best hands possible.

## GLOBAL EXPERTISE, LOCAL SERVICE

Cyber Select is available locally through our branch network, underwritten via our dedicated cyber underwriters. Working alongside our Commercial underwriters, they ensure your client's portfolio is managed consistently and their needs are taken into account.

Our concise proposal form is easy to understand and complete. We can turn quotes around quickly, and our team of local experts are on hand to help throughout the journey.





## DATA BREACH COSTS

### WE WILL COVER\*:

- **Forensics** – the cost of an IT forensic expert to identify whether a breach has occurred, and if so, to contain the incident. They'll also work with the insured to understand their specific vulnerabilities and proactively manage these in order to minimise the chance of a recurrence.
- **Privacy and Confidentiality breach** – covers the cost of damages awarded and defence costs for loss suffered by third parties as a result of a data breach, even where this does not result from a wrongful act.
- **Legal & Regulatory costs** – to advise the insured on their legal and regulatory duties, including any notification responsibilities to third parties and/or the regulator. This also covers defence costs arising from an internal investigation due to a regulatory request, and Consumer Redress Fund costs.
- **Fines and penalties** – to cover any penalty and fine insurable by law resulting from a privacy and confidentiality breach.
- **Call centre costs** – the cost of operating a call centre to handle enquiries from affected customers and third parties. This provides a separate, dedicated hotline in order to avoid disruption to daily operations.
- **Credit monitoring costs** – the cost of credit monitoring of affected third parties.

\*Subject to the terms and conditions of the policy wording

## COMPUTER SYSTEMS

### WE WILL COVER:

- **Network Security** – defence costs for any claims made against the insured and damages where they are found liable (such as the costs incurred by a supplier or customer), due to a cyber attack occurring on a third party as a result of the insured's failure to secure their computer network.
- **Forensic experts** – the cost of an IT forensic expert to identify whether a breach has occurred, and if so, to contain the incident. They'll also work with the insured to understand their specific vulnerabilities and proactively manage these in order to minimise the chance of a recurrence.
- **Restoration Costs** – costs required to restore any system functionality and recompile and reinstate lost data, helping to get systems and networks back up and running swiftly.
- **Betterment** – covers reasonable updates or improvements to systems and software following a claim, helping to reduce the likelihood of future attacks.
- **Payment card liability** – costs arising from a breach of contractual duty and damages to customers arising from non-compliance with payment card industry data security standards.



## CYBER CRIME

### WE WILL COVER:

- **Cyber Extortion** – costs to resolve or terminate the threat of extortion.
- **Hacker Theft** – covers any loss of funds, including any payments wrongfully made by the insurer due to a cyber attack.
- **Telephone hacking** – covers the costs arising from hackers using the insured's telephone system and internet bandwidth, including tariff costs and payments to the provider.
- **Criminal reward fund** – the amount paid to a fund in order to offer a reward in return for information which leads to the arrest and conviction of those responsible for the cyber attack.
- **Business interruption** – covers any loss of profits and additional costs incurred by the insured to mitigate the loss, when there is a total or partial unavailability of IT systems, whether from:
  - cyber attacks
  - technical failure
  - result of human error
  - regulatory requirement
- **Reputational advice costs** – the cost of a consultant to assist with managing any reputational impact, including negative media, and helping to protect the insured's brand.
- **Media liability** – for damages or defence costs for third party claims (including defamation, invasion of privacy, infringement or any unfair competitive advantage gained), which arise from digital publications.

Please see our policy wording for full details.







# MITIGATING THE THREAT. PREVENTION IS KEY.

**It's fair to say your customers wouldn't openly invite a criminal into their office. Taking the correct preventative measures is vital. We provide access to a variety of prevention services via our expert panel of specialists to minimise the risk of a cyber breach occurring.**



## HOW OUR PANEL OF EXPERTS CAN HELP

# 1.

### UNDERSTANDING YOUR EXPOSURE

Allianz customers benefit from 14 days' complimentary access to the world-leading **BitSight** platform. This provides companies with insight into their cyber security performance and exposure to assist them in identifying, quantifying and managing their cyber security risk.

Our data protection partner **Intelisecure** works with companies to quantify and manage their data and security exposures. Cyber Select customers can also benefit from a free, initial telephone consultation.

# 2.

### PROTECTING YOUR DATA

Once exposure has been identified, Global experts, **NCC Group**, offer a full range of Cyber Security, Risk Mitigation, Managed Detection & Response services, which can help you to assess, develop and manage your cyber security posture. Their full spectrum of services offers you the best defence against the ever evolving threat landscape.

# 3.

### PREPARING FOR AN ATTACK

Customers will benefit from preferential rates from business continuity specialist **Glen Abbott**, who can assist companies with strategies to mitigate and reduce business interruption in case of a breach.

Their consultancy services can also help clients to become cyber security certified, through an official accreditation. This ranges from the government-backed Cyber Essentials certificate to the ISO 27001:13 international security standard certification, helping companies to demonstrate superior security standards and qualify for business.

# 4.

### GETTING CLUED UP ON CYBER

**Allianz** can offer a wealth of helpful material on cyber, such as white papers, podcasts and risk management material, to provide information on the latest trends in cyber, helping businesses to arm themselves against a potential attack.

# MANAGING A BREACH

A cyber attack can be disorientating. Knowing what to do and who can help in the event of a breach is crucial. That's why we've partnered with a panel of specialist companies, with expertise in legal services, public relations and reputation management.



## 1. FIND IT, CONTAIN IT, REMOVE IT

Our award winning partner **Norton Rose Fulbright** will provide legal advice and will occupy a 'breach coach' role in co-ordinating the technical and investigative elements of the incident response process. They will work closely with your client and with our claims experts to identify the cause and work towards a smooth resolution.

Allianz customers can also benefit from the expertise of **BTVK Advisory and MDD Forensic Accountants** - multidisciplinary forensic accounting and consulting firms which deliver accurate and reliable analysis to multinational corporations and calculate the true economic damage of claims and disputes.

## 2. MANAGE THE 'NOISE'

International public relations company **Hill & Knowlton Strategies** have combined experience of more than a century in managing clients' communication strategies, to protect and defend their brand.

# CASE STUDIES

**Cyber attacks can take many forms and each incident will require a bespoke response.**

## #1 – MALWARE ATTACK

A medical supplies company experiences an issue with its email system and suspects this is due to malicious activity. They contact their insurer who appoints an IT forensics team to investigate the nature of the breach. The team identifies that the IT systems have been targeted with malware to access the company's systems and steal data.

### How Cyber Select would respond:

- Our IT specialists will investigate the extent of the breach, remove malware and plug any security gaps.
- We'll provide legal advice to the policyholder and notify them of any obligations they may have as a result of the breach, such as contact with the regulator.



## #2 – LOST LAPTOP

An employee loses a company laptop on which confidential customer data is stored. There is the real risk of misappropriation of the data, damage to the company's reputation and breach of GDPR.

### How Cyber Select would respond:

- We'd involve legal experts to advise on notification responsibilities of the breach to customers and the relevant authorities.
- We'd engage PR specialists to work with the company to minimise reputational damage.
- We'd cover the cost of legal fees related to compensation.



# THE ALLIANZ DIFFERENCE

## WE HAVE LONG-STANDING EXPERTISE

As part of the Allianz Group we've been writing cyber insurance since the emergence of this cover meaning we have long-standing expertise and a solid position in the market. Working with our global experts, we've taken our existing knowledge and capability and tailored our offering for the UK SME and mid-corporate market.

## WE'RE TECHNICALLY EXCELLENT

We're a stable, solid organisation so you can trust our pricing, our cover and our commitment to paying claims. We've designed **Cyber Select** to be easy to understand, with a succinct question set and simple rating mechanism, whilst also recognising the need for robust post-breach support in the event of a claim.

## WE UNDERSTAND CYBER

Our local specialist cyber underwriters have been specifically trained to understand the latest cyber trends and threats in order to be able to recommend the most appropriate cover for your clients. In the event of a claim, our claims experts are on hand to guide your client through the journey.

**For more information, please speak to your local Allianz contact or visit [www.allianzbroker.co.uk/cyber](http://www.allianzbroker.co.uk/cyber)**





## USEFUL LINKS:

### **Allianz**

[www.allianzbroker.co.uk/cyber](http://www.allianzbroker.co.uk/cyber)

### **National Cyber Security Centre**

Provides advice and support for the public and private sector on computer security threats.

[www.ncsc.gov.uk](http://www.ncsc.gov.uk)

### **Cyber Essentials**

A government backed scheme to assist in protecting companies against a range of cyber attacks.

[www.cyberessentials.ncsc.gov.uk](http://www.cyberessentials.ncsc.gov.uk)

### **Cyber Aware**

A government campaign to help the public and small businesses stay secure online.

[www.ncsc.gov.uk/section/information-for/small-medium-sized-organisations](http://www.ncsc.gov.uk/section/information-for/small-medium-sized-organisations)

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Financial Services Register number 121849.