

NZI LIABILITY
CYBER
ULTRA

Are you protected?

Any business that operates online is vulnerable to cyber attacks and data breaches. From viruses and hackers to employee error and system damage, your business is exposed to a range of risks that can impact you financially, affect your customers, and damage your business' reputation.

Why do I need Cyber Ultra?

Cyber Ultra 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.

- ▶ With Cyber Ultra 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 systems or from your service providers (for example from the Cloud, or your internet service provider).
- ▶ A cyber event can significantly impact your business financially. Cyber Ultra 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.
- ▶ Despite best efforts, cyber breaches by employees can happen. Cyber Ultra 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 cause significant reputational damage in terms of both the reputation of the business and that of the senior executives. Cyber Ultra 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.

FEATURES, BENEFITS AND EXTENSIONS

Cyber Ultra provides cover for:



Privacy

- ✓ 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.



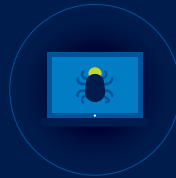
System damage

- ✓ Lost, damaged or destroyed IT systems and IT records/data.
- ✓ Costs of retrieving, repairing, restoring or replacing data, systems or hardware.
- ✓ 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 phishing emails or denial of services attacks.
- ✓ Attacks by employees and third parties.



Computer crime

- ✓ Crime losses, including loss of money or property.
- ✓ Loss of money or property from service providers' systems.
- ✓ Loss caused by rogue employee or third party.



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.



Brand and personal reputation protection

- ✓ Public relations consultancy costs to protect your company brand(s) and personal reputations of senior executives.



Breach of statutory duties

- ✓ Breach of statutory duty from eCommerce business.
- ✓ Defence costs and compensation.



Extortion

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



Privacy breach notification and loss mitigation

- ✓ Breach costs (for actual or suspected privacy breach), including credit monitoring, identity theft monitoring, data restoration and forensic costs.
- ✓ Legal costs.



Privacy fines and investigations

- ✓ Fines and penalties you incur due to a privacy breach.
- ✓ Defence and investigation costs.



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

- ✓ No administration fees.
- ✓ 24/7 incident response team.
- ✓ Continuous cover.
- ✓ Advancement of defence costs.
- ✓ Extended reporting period.
- ✓ Free one hour cyber consultation.
- ✓ Breach coach help.
- ✓ Reward Expenses.
- ✓ Payment Card Industry Fines and Penalties.

How could your business be protected with Cyber Ultra?

Here are some claims examples which describe some of the risks businesses face and how Cyber Ultra protects against them.

Employee error

(first party and third party claim)

EXAMPLE

An on-line retailer emailed a group of customers to promote a sale with special discounts available to them. The retailer intended to attach a copy of the flyer detailing the discounts but instead attached a copy of a spreadsheet that contained a customer list, including customer names, addresses and credit card information.

RESULT

The retailer had clients in the US and was required to notify all affected customers of the error and offer credit monitoring. Several of the affected individuals filed suits against the retailer. The notification and credit monitoring costs were \$50,000, and legal fees and a nuisance settlement were \$100,000.

Cyber Ultra solution

Cyber Ultra provides coverage for breach of privacy under the Privacy Insuring Clause which includes legal costs, indemnification of third parties and crisis management costs.

Cyber Ultra solution

Cyber Ultra provides coverage for the cost of the data recovery and the loss of profits caused by the business interruption.

System damage and business interruption (first party claim)

EXAMPLE

A leading provider of Managed Services, including IT platform hosting, providing infrastructure and support services to numerous customers, had an extensive mainframe platform that was segmented into partitions configured to customer requirements. An attacker implanted malicious software tools and used "masking techniques" on the company's mainframe, concealing their IP address to steal customer data.

RESULT

Resolving the issue cost over \$2,100,000, including \$1,200,000 incurred for Data Recovery and Business Income Loss.

Multimedia Liability (third party claim)

EXAMPLE

A hotel launched a blog to communicate information to customers and the public. The blog page contained a logo that was similar to a design that had been copyrighted by another entity. That entity sent a cease and desist letter to the company demanding it remove the image from the blog. Discussions between the parties failed and the other entity filed proceedings.

RESULT

The plaintiff has demanded more than \$5 million in damages. Defence costs (including expert fees) incurred through discovery and dispositive motions are \$1.23 million, and the case has not yet gone to trial, so it's expected these will increase.

Cyber Ultra solution

Cyber Ultra provides coverage for breach of copyright under the Multimedia Insuring Clause.

What to do if you suffer a cyber breach

Cyber Ultra provides you with access to a panel of cyber experts, anytime, anywhere you need them.

This panel includes a breach coach and legal, PR and forensics experts who will work with you to resolve cyber breaches with minimum impact to your business.

NZI Liability Cyber expert panel:

Breach coach

Cunningham Lindsey

Legal

DAC Beachcroft

Public Relations

Porter Novelli

Forensics

Deloitte and PWC.

In the event that you suffer a cyber breach, you can phone NZI Liability's designated breach coach Cunningham Lindsey on **0800 NZI CYB (0800 694 292)** at any time, 24/7.

Cunningham Lindsey will commence an investigation and work with our cyber panel experts to find a resolution. They will keep you updated on progress throughout the duration of your claim.

Why do I need NZI Liability?

NZI is one of New Zealand's largest and most well-known insurance brands. NZI Liability is an industry-leading team of liability insurance experts providing responsive insurance solutions to a wide range of New Zealand businesses, from private start-ups to listed entities, across a variety of industries and professions.

Whether financial loss arises from provision of professional services, or from supplying a product, managing staff or even suffering a cyber-attack, our suite of insurance solutions can cover the costs of meeting court judgments or out of court settlements, as well as the legal costs of investigating and defending a claim.

Our liability insurance solutions are backed by a proactive claims team, enabling our customers to trade with confidence.

Looking for more information?

For more information please talk
your insurance broker or visit
nzi.co.nz/cyber