

MAKING THE COMPLEX SIMPLE.

Hiscox has over twenty years' experience in the technology sector and now insures more than 35,000 technology companies in the UK and Ireland. Our specialist technology insurance portfolio gives you the option to tailor an insurance package to suit your needs.

Whether it's a fire at your office, an unhappy client suing you for breach of contract, or an employee injured at work, we can protect your business.





We understand your industry and your risks

We have a deep understanding of the technology sector and are passionate about technology (you may have seen us in the Sunday Times as a lead sponsor of the Sunday Times Tech Track 100).

The Hiscox Technology Portfolio offers a flexible and comprehensive solution to suit your business needs. We can tailor an insurance package that helps to reduce any potential gaps in cover, with the convenience of a single renewal date. Choose from:

- professional indemnity
- property and business interruption
- public and product liability
- employers' liability
- cyber and data.

A common sense approach to claims

It is only when a claim is made that you find out how good an insurer is. That is why we think our award-winning claims service* is the most important part of our business. Our specialist claims handling team includes technology lawyers who have the expertise to be able to deal efficiently and effectively with your claim, returning your business to normal as quickly as possible. If a property visit is required, where possible, we will send our internal claims representative who can sometimes issue a cheque there and then.

***Outstanding Insurer Claims Team of the Year**
Insurance Times Claims Excellence Awards 2013

Personal Lines Claims Team of the Year
2013 Post Magazine Claims Awards

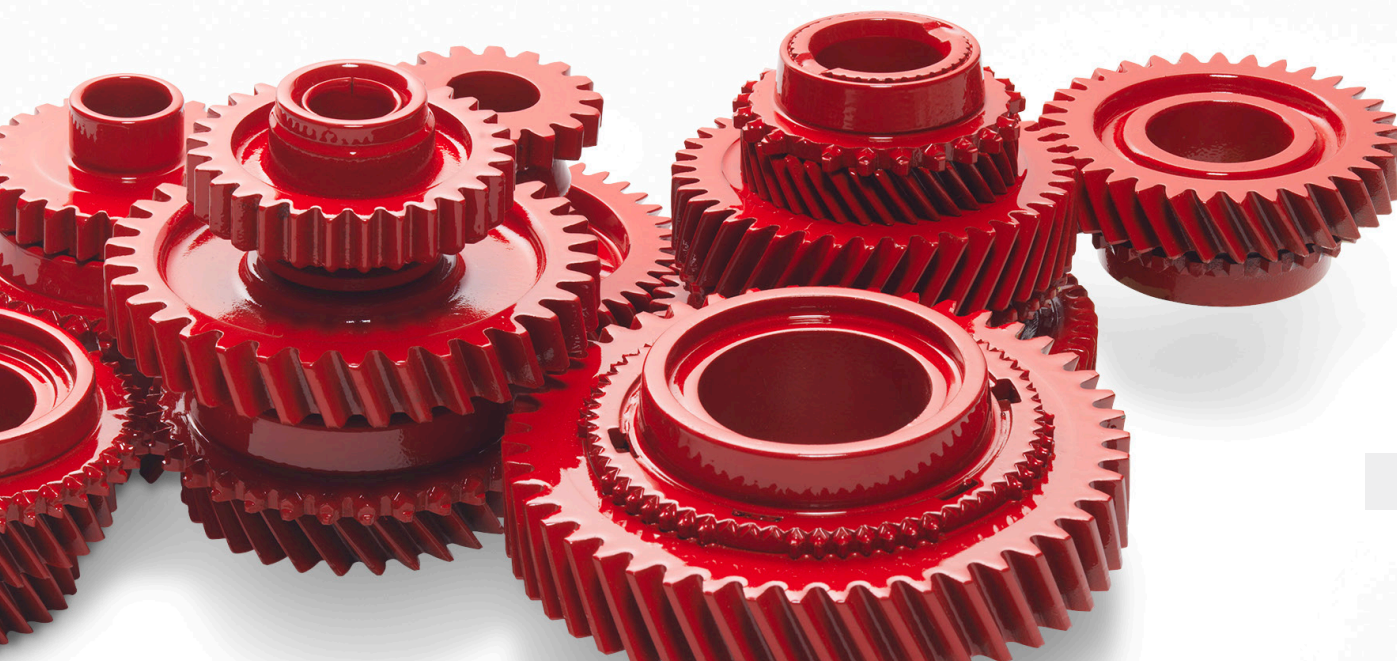
Customer Care Award
British Insurance Awards 2012



Hiscox. As good as our word

Hiscox is a FTSE 250 company employing over 1,600 people in 14 countries. With over 100 years of industry experience, you can be confident that when you insure with Hiscox, you will be dealing with a business that is committed to providing you with an exceptional level of service.

Our dedication to achieving excellence is reflected by our Chartered status. As a Chartered Insurer, we are proud to be among a small number of insurers who have achieved a gold standard of excellence, professionalism and integrity in insurance.



Hiscox Professional Indemnity Insurance in action

Breach of contract

Our client provided software to a supermarket retailer for a point of sale pricing system. The software contained a glitch, which affected some price changes. When a customer brought this to the retailer's attention, we worked together with our client, challenging the amount of loss and cutting it to a third of the original claim.

Tactical litigation

Our insured was engaged by a major US based business to develop a content management system. As the project approached an important milestone the client pulled the plug, citing breach of contract due to numerous bugs and defects in the insured's work. We believed that our client was not at fault and this was an attempt to wriggle out of the contract and avoid paying our client's fees. We worked together with our client, launching a counter claim which, following mediation, led to a quick and satisfactory resolution to the claim with our client not suffering a financial loss.

Professional indemnity insurance

Hiscox Professional Indemnity Insurance is designed to protect you and your business in case of an unexpected and potentially expensive legal situation. What if a client accuses you of breach of contract, negligence, or a competitor stifles your business with an allegation of intellectual property infringement?

Your insurance contract should underpin all of your client contracts and can help to protect your commercial relationships. We will even cover you for work undertaken on your behalf by sub-contractors and outsourcers. We offer the following cover as standard:

- **broad and clear breach of contract cover** – many claims we handle for the tech sector are for alleged breach of contract, so our cover is tailored to give extensive protection for liabilities you assume under contract
- **automatic cover for acquired entities** – provided they undertake the same business activity as your company and their turnover at date of acquisition is less than 20% of your turnover
- **liquidated damages** – cover for amounts agreed in the contract between you and your client in the event of a specific breach of such contract, provided it represents a fair and reasonable pre-estimate of loss
- **infringement of intellectual property** – including cyber squatting violations, any act of passing-off, misappropriation of formats or trade names, and infringement of copyright or trademark
- **duty to defend** – should a claim arise, we are duty-bound to defend you. This includes partially covered claims, meaning that the entire claim will be handled even where individual aspects may not be covered under your professional indemnity policy.

Did you know?

Hiscox Professional Indemnity Insurance includes crisis containment cover. If a claim is made against your business we give you access to the services of a leading specialist crisis PR firm to help protect your reputation. As a Hiscox customer you will have access to a dedicated hotline open 24-hours a day, seven days a week so you have immediate access to support in what may be an urgent and fast-changing situation.

Property and business interruption

As well as the usual protection for your business premises, we include specific features for technology businesses such as cover whilst transporting goods and working at third-party sites when undertaking your contractual requirements. We will protect you for:

- **incompatibility of software** – automatic cover where damage to computers results in existing software being incompatible
- **reconstitution of electronic data** – as a direct result of physical damage
- **property in transit** – lost or damaged items or money, including stock, prototypes and computers. We also cover costs following damage to the transporting vehicle, reloading property and removal of debris
- **property at third-party premises** – your portable property, such as laptops and hired-in equipment, is covered if at a client or supplier's premises
- **equipment breakdown** – we cover you for breakdown of a range of items from control panels and computer systems to office equipment, ensuring your business doesn't suffer from downtime while your equipment is repaired or replaced
- **business interruption** – we will protect your business if you suffer financial loss as a result of damage to your property causing an interruption to your company's activities, including failure of utilities, a bomb threat in the vicinity of your premises, or a cyber attack
- **contract works** – we will insure you against damage to the works you carry out at third-party premises during your contract there, including removal of debris.

Hiscox Buildings and Contents Insurance in action

Equipment breakdown

Following a power cut, the reconnection of power caused a power spike that terminally damaged a business's new telecomms system. Despite having surge protectors in place, they did not engage and the spike ran higher voltage current through the system than its normal capacity allowed.

Hiscox Equipment Breakdown covers the delivery and installation of a replacement system, and any resulting loss of income.



Cyber and data insurance

Hiscox Cyber and Data Insurance offers comprehensive protection for your computer systems and data (electronic or non-electronic). Benefits include:

- **practical support in the event of a data breach** including forensic investigations to find out what went wrong and confirm whose data has been put at risk, legal advice, notifying customers or regulators, and offering support such as credit monitoring to affected customers
- **compensation for loss of income**, including where caused by damage to your reputation, if a hacker targets your systems and prevents your business from earning revenue
- **payment of the costs associated with regulatory investigations** or claims for damages made against you for failing to keep customers' personal data secure. We will also pay civil penalties levied by regulators (where allowed)
- **reimbursement for the costs of repair, restoration or replacement** if a hacker causes damage to your websites, programmes or electronic data.

Hiscox Cyber and Data Insurance in action

An international real estate client experienced a denial of service attack on their IT systems that was not only operationally damaging for the company, but also had the potential to severely impact upon its brand and market standing. Hiscox would not only assist the company by insuring the loss of income but also pay for expert PR support to mitigate any reputational damage.

Public and product liability and employers' liability

You can't overlook the risk of injury or illness to employees – you have a legal requirement to ensure you're covered. Visitors to your office and your employees working away from your office can also leave you exposed to claims from third-parties. Our liability covers complement both our professional indemnity and management liability products, and are tailored to the risks that technology businesses face. We offer the following cover as standard:

- **cover for claims for injury to your employees** during the course of employment or third-party injury/property damage as a result of your business activities. This includes labour-only subcontractors working under your control, apprentices and work experience personnel
- **loss of third-party keys** – we will pay for the cost of replacing locks, keys or electronic pass cards at third-party premises which you are responsible for
- **Protection against claims from third parties due to bodily injury or property damage** as a result of your business activities or products you supply.



Additional protection for your business

You can also choose to add-on the following protection for your business:

- **management liability** – with regulation on the increase in areas such as employment practices, trading standards and health and safety, coupled with a growing compensation culture, Hiscox Management Liability products offer protection for businesses and their directors
- **businessHR** – access to online risk assessments, health and safety guides and a variety of employee contracts, forms, policies and templates that you may need to help manage your staff
- **personal accident** – to protect your business if a key member of staff suffers a serious injury and is unable to work
- **business travel.**

Claims are dealt with on a case by case basis and are subject to the terms and conditions of the policy wording. For full details please read the policy wording.

Hiscox Underwriting Ltd is authorised and regulated by the Financial Conduct Authority.

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