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|  | Please read the following questions carefully and answer them all providing additional information where required. Please provide answers on a separate sheet of paper if you require more space. If you have any questions, please speak to your insurance broker.  Please use capital letters in black ink. | | | | |
| This supplementary questionnaire | In deciding whether to accept the insurance and in setting the terms and premium, we have relied on the information you have given us.  You must: | | | | |
|  |  | give a fair presentation of the risk to be insured by clearly disclosing all   material facts and circumstances  (whether or not subject to a specific question) which you, yoursenior management and those responsible for arranging this insurance ,know or ought to know following a reasonable search; | | | |
|  |  | take care by ensuring that all information provided is correct, accurate and complete. | | | |
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| **1. Company details** | Company name: | | |  | |
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| **2. Statement of fact** | 1. | Have you informed and alerted relevant staff at all locations of social engineering fraud (social engineering fraud includes ‘fake president’ fraud, payment diversion fraud and manager impersonation fraud)? | | | Yes  No |
|  | 2. | Do you have a social engineering fraud risk management strategy in place? | | | Yes  No |
|  | 3. | a. | Are unusual payment instructions purporting to come from senior management followed up by call backs to senior management, at a previously known and pre-designated phone number, to confirm payment instructions and confirm authenticity? | | Yes  No |
|  |  | b. | Are all changes to the bank details of any payment recipient confirmed by telephone with the payment recipient by one of  your employees, who knows the confirmer, and by using only  the contact number previously provided by the payment recipient before the request was received? | | Yes  No |
|  |  | c. | Is confirmation of any requested change to the bank details of any payment recipient always sent in a written advice to such payment recipient, with changes being implemented only after they have had the opportunity to verify or challenge it? | | Yes  No |
|  |  | d. | Is senior management approval always required before any change is processed, with such approval being given after  review of the underlying request and the record of its verification? | | Yes  No |
|  | 4. | Do you have a process in place at all locations where all bank statements and invoices are independently reconciled by persons who are not authorised to make payments; deposit or withdraw funds; issue funds transfer instructions; or dispatch funds to customers or suppliers? | | | Yes  No |
|  | 5. | Is the first payment to a new supplier bank account always capped and confirmation of receipt from the supplier always obtained before any further payments are made to that account? | | | Yes  No |
|  | 6. | Is an exception report always automatically generated showing all changes to the standing data of suppliers, and is this reviewed by  an individual independent of and unconnected with the process? | | | Yes  No |
|  | 7. | Do your email server and internet service provider (ISP) use authentication methods at all locations? | | | Yes  No |

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| **3. Declaration** |  | | |
| **Material information** | Please provide us with any information which may be relevant to our consideration of your proposal for insurance. If you have doubt over whether something is relevant, please let us have details. | | |
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| **Your information** | Hiscox is a trading name of a number of Hiscox companies. The specific company acting as  a data controller of your personal information will be listed in the documentation we provide  to you. If you are unsure you can also contact us at any time by telephoning 01904 681198  or by emailing us at dataprotectionofficer@hiscox.com.  We collect and process information about you in order to provide insurance policies and to process claims. Your information is also used for business purposes such as fraud prevention and detection and financial management. This may involve sharing your information with, and obtaining information about you from, our group companies and third parties such as brokers, loss adjusters, credit reference agencies, service providers, professional advisors, our regulators or fraud prevention agencies.  We may record telephone calls to help us monitor and improve the service we provide.  For further information on how your information is used and your rights in relation to your information please see our privacy policy at www.hiscox.co.uk/cookies-privacy. | | |
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| **Declaration** | I/We declare that (a) this proposal form has been completed after full enquiry; (b) its contents are true and accurate and (c) all facts and matters which may be relevant to the consideration of our proposal for insurance have been disclosed.  I/We undertake to inform you before any contract of insurance is concluded, if there is any material change to the information already provided or any new fact or matter arises which may be relevant to the consideration of our proposal for insurance. | | |
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|  | Signature of Chairman/Chief Executive (or equivalent) |  | Date |
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|  | **A copy of this proposal should be retained for your records.** | | |
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| **Complaints** | Hiscox aims to ensure that all aspects of your insurance are dealt with promptly, efficiently and fairly. At all times Hiscox are committed to providing you with the highest standard of service.  If you have any concerns about your policy or you are dissatisfied about the handling of a claim and wish to complain you should, in the first instance, contact Hiscox Customer Relations in writing at:  Hiscox Customer Relations The Hiscox Building Peasholme Green York YO1 7PR  or by telephone on 0800 116 4627 or 01904 681 198 or by email at customer.relations@hiscox.com.  Where you are not satisfied with the final response from Hiscox you also have the right to  refer your complaint to the Financial Ombudsman Service. For more information regarding the scope of the Financial Ombudsman Service, please refer to www.financial-ombudsman.org.uk. | | |