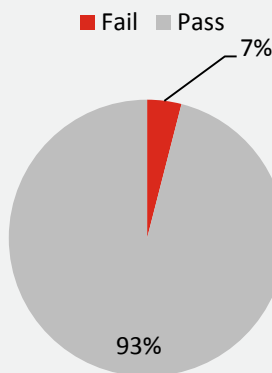
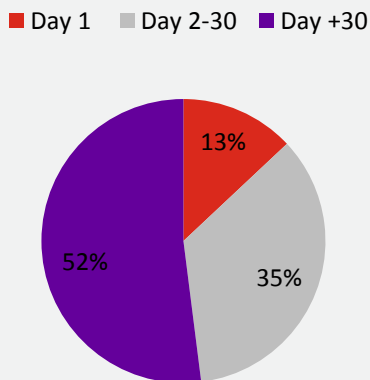




Property claims Quality Audits



Property claims settlement speeds



Property claims feedback Customer Satisfaction

Private Client



Net Promotor Score

"How likely are you to recommend Hiscox?"

Private Client



Spotlight on Technology Claims

We have been insuring technology companies at Hiscox for nearly 25 years, and dealing with technology claims for almost as long.

We have worked with some of the largest and the smallest technology businesses in the country – from sole traders building basic websites, to global software developers working on multi million pound projects. Over the years we have developed a keen understanding of how technology disputes differ from other professional indemnity claims and how to achieve the best outcomes for our clients.

As technology has evolved, so too have our clients and the threats they face. One of the most recent developments we have seen is the impact cyber-attacks have had upon the sector. While the majority of cyber-attacks are caused by human error (such as by an employee opening an attachment containing a ransomware virus, or being duped by a phishing email and providing cyber criminals with username and password details), the victims of these attacks will often blame their technology provider for what has happened.

As the cyber threat grows, so too will the number of claims made against our technology clients.

CASE STUDIES

Technology

The Claim

Our insured is an IT company specialising in website design and development. The insured was hired by the claimant to maintain its existing website and build a new one. There were delays in the delivery of the website, meaning the claimant missed out on what it claimed was its most lucrative trading period of the year. The claimant said its losses were almost £1m.

What we did

We confirmed cover quickly and instructed solicitors to defend the claim. While the insured was adamant it had done nothing wrong, it also wanted to move on and focus growing its business. The claim settled at mediation for a fraction of the sum originally claimed.

What the customer said

"Thanks so much for everything. I can't express how grateful I am for the way this situation was handled and how much it helped me through a worrying and difficult time. On the whole, I'm pleased we got it done yesterday and I can indeed move on with my plans to grow a better and stronger business."

Global Flying

The Claim

A pilot who was unfit to fly due to a long period of illness made a claim under his group loss of licence policy.

What we did

We had regular contact with the customer and his Aviation Medical Examiner. We obtained the relevant medical details and we accepted the claim promptly and provided regular payments, support and advice whilst the pilot was unable to work.

What the customer said

"First of all, thank you for considering my medical problems as they have evolved. Secondly I have good news; today I recovered my Medical Certificate Class 1 and I am returning to the status 'fit to fly'. Finally, the downside of this, that I will no longer be communicating with you. Thank you for the 'human' approach to my case over the last year and if we ever meet I will pay the beers."

Motor

The Claim

Our insured's vehicle was badly damaged in an accident and he asked us to provide a replacement courtesy vehicle for the duration of the repair period.

What we did

A courtesy vehicle was delivered to our insured through our partnership with Enterprise Rent-A-Car's Exotic division. During the period of hire, our insured told us that he needed to transport a number of large personal items but this wasn't possible using the courtesy vehicle he had chosen. As our partnership with Enterprise allows our customer to choose from a wide variety of vehicles, we authorised Enterprise to change the insured's courtesy vehicle for a vehicle which allowed our insured to transport his personal possessions.

What the customer said

"You have been very helpful and it is one of the best examples of customer service I have experienced in a very long time!"

Public Liability

The Claim

Our insured, a home owner, faced a claim from a member of the public alleging to have suffered an electric shock from a low voltage, battery operated electric fence surrounding a paddock on the insured's premises.

What we did

We supported the insured in defending the claim by investigating the circumstances thoroughly and obtaining crucial witness evidence. Despite challenging circumstances for our insured, we offered reassurance and guided them through the process. We maintained a firm denial of liability throughout and the claimant discontinued the proceedings shortly before trial.

What the customer said

"Many thanks indeed for this and for your great help throughout. Please pass on our thanks to Hiscox for their support to us (via you) during this whole episode."