

What is this key fact document?

This is a summary of the cover provided by this policy. It does not include the full policy terms and conditions, for full policy terms and conditions you should read the policy document.

The insurer

This Cyber Proactive Response policy is underwritten by CFC Underwriting Limited on behalf of certain Underwriters at Lloyd's and other insurers.

Significant features & benefits

A comprehensive package policy designed to meet the insurance needs of companies with an exposure to cyber, privacy and media risks, including:

- Cyber incident response costs to quickly neutralise or minimise the damage caused by a cyber event.
- Cyber crime cover
- Cover for system damage and business interruption caused by a cyber event
- Network security, cyber and privacy liability cover
- Cover for regulatory costs and fines
- Cover for intellectual property infringement and defamation

Significant and unusual exclusions

Whilst we try to offer the broadest cover possible, we do not provide cover for certain situations. A summary of the significant and unusual exclusions that appear in the Policy are listed below. However, it is important to read the policy to see the full list of exclusions:

- Circumstances or occurrences known, or ought reasonably to have been known, at the start of your policy
- Any claim or part thereof that results in you being in a better financial position or you benefiting from upgraded versions of your computer systems as a direct result of the event which gave rise to the claim.
- Liquidated damages, services and penalty clauses
- Misleading advertising
- Nuclear
- Patent infringement
- Unsolicited communications

Limits of liability and deductible

The limits of liability and the deductible are as specified in the Schedule.

Conditions

What we believe to be the most significant conditions are listed below, however all conditions in the policy are significant. It is important to read the policy and see the full list of conditions.

- Actions which must be taken in the event of a claim or loss (details of how a claim or loss should be notified and the subsequent actions you should or should not take and that the insurer may or may not take.
- If you acquire an entity during the period of the policy whose annual revenue exceeds 20% of your annual revenue, then we will extend cover under the Policy to the acquired entity for a period of 45 days. We will consider providing cover for the acquired entity after the period of 45 days if you give us full details of the entity within 45 days of its acquisition and you accept any amendment to the terms and conditions of the Policy or agree to pay any additional premium required by us.
- In respect of a claim for business interruption losses, you must provide the claims manager with your calculation of the financial loss, including how the loss has been calculated and any relevant supporting documents. If we do not agree with your calculation of the financial loss, we will appoint an expert (paid by us) to assist the claims manager with adjustment of your claim.

Right of cancellation

There is a cooling off period under this Policy. Additionally, this Policy may be cancelled with 30 days written notice by either you or us.

Duration of the policy

Insurance policies normally run for a period of 12 months. We strongly urge you to review your Policy each year to ensure you have adequate cover in place.

Claims notification

Should you wish to notify a claim under this Policy, please contact the Claims Managers shown on your Policy Schedule. You must do this as soon as is reasonably practicable and no later than the end of any applicable extended reporting period.

Our regulatory status

CFC Underwriting Limited is authorised and regulated by the United Kingdom Financial Conduct Authority (FCA). CFC Underwriting Limited's Firm Reference Number at the FCA is 312848. These details may be checked by visiting the FCA website at <http://www.fca.org.uk/register>. Alternatively the FCA may be contacted on 0800 111 6768.

We are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if we cannot meet our obligations to you in respect of insurance policies that we have underwritten on behalf of insurers.

This depends on the type of business and the circumstances of the claim. In respect of general insurance business the FSCS will cover 90% of the claim, without any upper limit and for compulsory classes of insurance, the FSCS will cover 100% of the claim, without any upper limit. Further information about compensation scheme arrangements is available from the FSCS.

How to submit a complaint

We intend to provide an excellent service to you. However, we recognise that there may be occasions when you feel this has not been achieved. If you are unhappy with any aspect of the service that you receive from us, please contact your insurance broker in the first instance, stating the nature of your complaint, the Policy and/or claim number.

Alternatively, you can contact us directly at complaints@cfc.com or please write to:

Chief Executive Officer
CFC Underwriting Limited
85 Gracechurch Street
London EC3V 0AA
United Kingdom

If after taking this action you are still unhappy with the response, it may be possible in certain circumstances for you to refer the matter to Lloyd's of London. The contact details are as follows:

Complaints Department
Fidentia House
Walter Burke Way
Chatham
Kent ME4 4RN
Telephone: +44 (0)20 7327 5693
Email: complaints@lloyds.com

Your complaint will be acknowledged promptly in writing.

A decision on your complaint will be provided to you, in writing, within 8 weeks of the complaint being made.

If you remain dissatisfied after receiving the response, you may have the right to refer your complaint to the Financial Ombudsman Service (FOS). The contact details are as follows:

Financial Ombudsman Service
Exchange Tower
London
E14 9SR
United Kingdom

Telephone: +44 20 7964 0500 (from outside the UK)
Telephone: 0800 023 4567 (from inside the UK)
Fax: +44 20 7964 1001