



Information Technology Claims Examples



Software Installation Firm

- ④ 6 staff
- ④ SGD700K turnover

Background

The Insured was contracted to install software for its client, however in doing so an error occurred. The Claimant sought reimbursement from the Insured for losses incurred as a result of having to re-key the lost data. As well as the loss they incurred of the data which was not able to be re-keyed, this included approximately 27,000 video files.

Outcome

The Insured appointed panel solicitors to assist with their defence of the claim. The Policy was triggered and paid SGD7,000 for defence costs and SGD30,000 for settlement costs.

Payment: SGD30,000 plus SGD7,000 in defence costs

IT Project Management and Reseller of Third Party Hardware

- ④ 6 staff
- ④ SGD700K turnover

Background

The Insured was hired by the Claimant to host their website. The Claimant initiated Court proceedings against the Insured for breach of contract and negligence when the Insured lost all of the claimants data on their website.

Outcome

Indemnity granted and panel lawyers were retained to assist with the defence of the Claim. The Claim settled prior to a trial for a significantly smaller amount than alleged in the original claim. Settlement and defence costs totaled SGD65,000

Payment: SGD65,000.

Data Communication Services (ISP) and Telecom Services

- ④ 5 staff
- ④ SGD500K turnover

Background

The Insured was hired to install security systems and provide network and security consulting to a Client. Whilst installing cameras on site, the Insureds ladder fell off the roof of their vehicle, causing property damage to another car in the car park.

Outcome

Indemnity was granted under the Products Liability insuring clause and settlement costs of SGD12,000 were incurred.

Payment: SGD12,000.

Insured by:



DUAL A SIA

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DUAL Underwriting Agency (Singapore) Pte Ltd.

Logistics Operator

- ④ 8 staff
- ④ SGD250K turnover

Background

The Insured, a logistics operator, was storing vaccines in its Cold Room for their client. A Claim was made against the Insured by their client alleging that there had been a fall in temperature in the Cold Room which was a result of a hardware malfunction, which damaged their products. The Insured notified insurers for their Fire Policy as well as their PI Policy. The Insurers of the Fire Policy indemnified the Insured to the sum of SGD165,000 which was insufficient to meet the total replacement cost of the vaccines due to a global shortage in

certain of those vaccines. One of the vaccine's cost had increased from SGD3.72 to SGD66.65 per vial. The Claimant sought further damages of SGD250,000.

Outcome

The Insured appointed panel solicitors to assist with managing the claim against them. The Policy was triggered and paid for defence costs of SGD15,000. The claim was settled at a mediation for SGD41,000 which was also indemnified by the Policy.

Payment: SGD41,000 plus SGD15,000 in defence costs.

IT Project Management and Reseller of Third Party Hardware

- ④ 4 staff
- ④ SGD650K turnover

Background

A claim was made against the Insured by a third party as their vehicle was damaged whilst crossing the bollards installed by the Insured. The claim against the Insured alleged that the hydraulic bollards installed under the road by the Insured was not programmed or installed properly, resulting in the bollards raising and damaging the Claimants vehicle. The Claimant sought damages for the repair of the vehicle against the Insured.

Outcome

Insurers appointed a motor assessor to assess damage and repair costs. The Policy was triggered and the costs of tech assessor was met by the policy of SGD5,000. The Claim settled for SGD25,000 payable to the Claimant for damages.

Payment: SGD25,000.

IT Sales and Installation Services

- ④ 5 staff
- ④ SGD500K turnover

Background

The Insured was contracted to develop IT infrastructure to support and carry out data migration from one network provider to another for its client. A claim was made against the Insured which alleged that during the migration process, data was unintentionally deleted and the Claimant lost significant data. The claimant sought damages of SGD400,000 for lost data and rectification costs.

Outcome

The Insured appointed panel solicitors to assist with managing the claim and defence. The Policy was triggered and covered the cost of SGD100,000 for defence costs up to the informal settlement conference. The claim was settled for SGD150,000 payable to the Claimant, which was indemnified by the policy.

Payment: SGD150,000 plus SGD100,000 in defence costs.