



Information Technology Insurance Product Profile

What is Information Technology Insurance?

Information Technology provides protection for an insured against legal liability arising from the failure of their products, services and/or advice in the conduct of the business. This insurance combines and improves traditional Product Liability insurance coverage to respond to the unique exposures of the IT industry. In addition to product coverage, the policy incorporates both Professional Indemnity and Public Liability into one insurance solution for the industry.

Key Policy Benefits

- Defence costs and related legal expenses
- Costs and expenses for investigations
- Civil Liability Insuring Clause
- Defence Costs in Addition
- Automatic Reinstatement
- Attendance at Investigations - full limit
- Advancement of Defence Costs
- Consultants, Subcontractors & Agents (Vicarious Liability)
- Extended Continuous Cover
- Contractual Liability
- Crime (1st & 3rd party) - sub-limited
- Emergency Defence Costs - full limit
- Fee Recovery – sub-limited
- Intellectual Property – sub-limited
- Lost Data - full limit
- Product Recall Expenses – sub-limited
- Public Relations - full limit

Key Policy Exclusions

- Any criminal act by an insured
- Any deliberate act by an insured
- Ongoing litigation / known defects before policy inception
- Defective products / faulty workmanship
- Deterioration and wear and tear

A typical Information Technology Policy covers:

- costs and expenses incurred for attendance at investigations
- costs and expenses incurred defending claims
- any damages or costs that may be awarded

in the event that something goes wrong based on advice you've provided on an IT service or product.

Insured by



Example 1

Profile:

IT Consultant, 10 staff, SGD950,000 fees

Background:

Whilst providing cloud hosting services to their Client, the Insured inadvertently deleted the contents of a server prior to backing up. The client sought reimbursement for the loss they incurred in having to re-key their lost data.

Response:

Indemnity was granted under the main Insuring Clause of the Policy.

Payment: SGD30,000

Example 2

Profile:

Website and graphic design, 1 staff, SGD150,000 fees

Background:

The Insured was hired to host their Clients website. The Client was a finance company, and a large part of their goodwill was based on reputation for reliability. Due to an error of the Insured, the Client's entire website was deleted for one month. The client filed a claim against the Insured for numerous losses including rectification costs, loss of income from operating without an online presence, and having to engage SEO (search engine optimisation) services to regain a favourable presence in search engine use.

Response:

The Policy was triggered under the main Insuring Clause. The demands were assessed in-house by a member of the claims team and were determined to be reasonable. DUAL was able settle the matter with the client without incurring unnecessary defence costs or delaying resolution for the Insured.

Payment: SGD12,500

Example 3

Profile:

IT sales and installation services, 5 staff, SGD500,000 fees

Background:

The Insured was employed by a client to develop IT infrastructure to support and carry out data migration from one network provider to another. During the migration process, a disk drive was accidentally deleted and the client lost all data.

The client sought payment of SGD400,000 from the Insured for lost data and rectification costs.

Response:

The Policy was triggered and DUAL appointed panel solicitors to assist in the defence of the claim.

Payment: SGD250,000

Example 4

Profile:

Data Communication Services (ISP), Telecommunication Services, 4 staff, SGD500,000 fees

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.

Response:

Indemnity was granted under the Products Liability insuring clause and DUAL was able to settle the matter without incurring unnecessary defence costs.

Payment: SGD12,000

DUAL Appetite

DUAL has a broad underwriting appetite for Information Technology, with most occupations available for quoting including but not limited to:

- Application Development
- Business Analyst
- Data Processing/Warehousing
- Database/Software Programming and Applications
- Hardware Engineering & IT Maintenance and Repair
- IT Facilities Management & Integration
- IT Helpdesk & Network Support
- IT Recruitment & Placement
- IT Project Management / Outsourcing
- Network Infrastructure
- Software Developers
- Resellers of Software



Some occupations outside our appetite:

- Platform design involving online trading systems
- Critical Medical Device Software and monitoring systems
- Digital assets related software and platform design and consultancy
- Large telecommunication service providers

Contact DUAL

Please contact your local DUAL Underwriter for a quotation or for further information.

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