



INFORMATION TECHNOLOGY PROFILE

DUAL's Coverage

DUAL Australia is a leading provider of Information Technology Liability insurance.

We offer our brokers and Insureds market leading cover, competitive pricing and simple transaction either through the WebRater for turnover less than \$7M, or tailored solutions from our dedicated Underwriting team.

Our new Information Technology Liability policy includes an extensive list of enhancements including Extended Continuous Cover, Contractual Liability, Key Man Loss, and Product Recall Expenses.

Our policies automatically include our Contract Review Service which provides important advice to the insured to ensure their liabilities and exposures are adequately covered by the policy.

DUAL Appetite

We have a broad underwriting appetite for Information Technology professionals, with most occupations able to be quoted. Some examples include:

- Database/Software Programming and Applications
- IT Facilities Management & Integration
- IT and Network Consulting
- Hardware Engineering, IT Maintenance and Repair
- IT Project Management, Outsourcing

What is Covered?

Key Policy Benefits:

- Combined Professional Indemnity & Public and Products Liability Wording
- Limits up to \$10M for Professional Indemnity and \$20M for Public & Products Liability
- Exclusive of Costs Limit & Deductible
- Contract Review Service
- Advancement of Defence Costs
- Amounts Paid for Products & Service - \$250,000
- Attendance at Investigations - full limit
- Loss Mitigation - \$250,000

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Client Profile

SME businesses with turnover up to \$7,000,000 through the WebRater. Above this contact your Underwriter.

Limits of Indemnity available:
Section A Professional Indemnity: \$10,000,000
Section B Public & Products Liability: \$20,000,000

Features of Cover



Why DUAL?



What is Covered?

- Civil Liability
- Continuous Cover
- Contractual Liability - full limit
- Crime (1st & 3rd party) - \$50,000
- Discovery Period
- Extended Continuous Cover
- Emergency Defence Costs - full limit
- Fee Recovery - \$250,000
- Insurer Duty to Defend
- Intellectual Property - full limit
- Key Man Loss - \$250,000
- Loss of Data - full limit
- Principal's Vicarious Liability
- Product Recall Expenses - \$250,000
- Public Relations - full limit
- Panel Counsel - 1 hour
- Optional: EPL - \$500,000
- Optional: Whistleblower Hotline
- Optional: Cyber Risks - \$100,000 (no longer available for selection)

- 1. Uninsured Exposure Specialists** DUAL's Information Technology product has been designed specifically to provide comprehensive coverage and a broad underwriting appetite for SMEs.
- 2. Simple Delivery** DUAL's Information Technology product is available through the WebRater, with indications obtained with minimal questions. Alternatively, DUAL can provide tailored solutions from our dedicated branch underwriters.
- 3. Claims Expertise** Our dedicated in-house Financial Lines claims team includes qualified lawyers with over 40 years experience. Our claims officers are dedicated to managing your claim from initial notification right through to resolution. In addition, DUAL utilises specialist law firms & consultants with significant expertise in niche areas such as EPL, Statutory Liability, Crime & Tax Audit, to ensure our Insured's get the best possible outcomes.

*Please contact
your local
Underwriter
for more
information*

Proven Claims Experience



IT Claims Example 1

Profile: IT Consultant, 10 staff, \$950,000 fees.

Background: During the course of their hosting services to their Client, the Insured inadvertently deleted the contents of a server prior to backing up. The claimant 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: \$30,000.

IT Claims Example 2

Profile: IT sales and installation services, 30 staff, \$1,500,000 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 \$500,000 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: \$340,000.

IT Claims Example 3

Profile: Website and graphic design, 1 staff, \$150,000 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: Indemnity was extended under the main Insuring Clause. The demands were assessed in house and were determined to be reasonable. DUAL was able to extend an offer of settlement without incurring unnecessary defence costs or delaying resolution for the Insured.

Payment: \$12,500