



INFORMATION TECHNOLOGY PROFILE

DUAL's Coverage

DUAL New Zealand is a leading provider of Information Technology Liability insurance.

We offer our Brokers and Insureds market leading cover, competitive pricing and a simple transaction; with instant quotes and binding available through the WebRater or tailored solutions from our dedicated Underwriting team.

Our new Information Technology Liability policy provides extensive coverage including; Loss Mitigation, Contractual Liability, Crime and Public Relations cover.

Our policies automatically include our Contract Review Service which provides important advice to the insured regarding provisions of the contract, which may have an impact on the Insured's potential exposure under its policy.

Claims Specialists

DUAL New Zealand's dedicated Liability Claims team includes lawyers and claims administrators with significant industry expertise to work with you to handle your claim from notification through to resolution.

We also work in tandem with our capacity providers to ensure an efficient and smooth claims handling process. In addition, DUAL utilises specialist law firms and consultants with specific expertise in various industries and niche areas to ensure claims are handled in a cost effective, speedy and professional manner.

Our Appetite

We have a broad underwriting appetite including, but not limited to:

- Data Communication Services (ISP)
- General IT Activities including Application development, Database Programming, Consulting, Software/Hardware Sales, Education and Training, Maintenance/Repair, Helpdesk/Support
- IT Security Systems
- Project Management
- Systems Analysis
- Network Infrastructure Design/Construction
- Telecommunication Providers
- Website Design

Client Profile:

We invite you to transact SME businesses with turnover up to \$5M through the WebRater. Above this please contact your Underwriter.

Limits of Indemnity:

Limits up to \$20M for PI & Public & Products Liability.

This document is only intended to be a summary of the highlights of the cover available.

We encourage you to read the full Policy wording for a full description of the terms and conditions. This Policy Summary does not form part of the policy terms and conditions.

DUAL NEW ZEALAND

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DUAL New Zealand Limited | Part of the DUAL International Group | Registered in New Zealand under Company Number 3232892



Features of Cover

Cover is based on DUAL New Zealand
Mind The Gap Information Technology
Liability Policy Wording 08.18.

- Combined Professional Indemnity & Public and Products Liability Wording
- Limits up to \$20M for Professional Indemnity and \$20M for Public & Products Liability
- Civil Liability Insuring Clause
- Exclusive of Costs Limit & Deductible
- Contract Review Service
- Advancement of Defence Costs
- Amounts Paid for Products & Service – \$250K
- Attendance at Investigations - full limit
- Loss Mitigation - \$250K
- Contractual Liability – full limit
- Crime (1st & 3rd party) – \$50K
- Emergency Defence Costs – full limit
- Fee Recovery – \$250K
- Intellectual Property – full limit
- Key Man Loss – \$250K
- Product Recall Expenses – \$250K
- Public Relations – full limit
- Panel Counsel – 1 hour



Why DUAL?

1. IT Specialists

We've transacted over 8,500 Information Technology policies since 2011.

2. Broad Appetite

We write over 27 different occupations and are Industry Scheme specialists.

3. Underwriting & Claims Expertise

Our team of specialist Underwriters and in-house Claims Officers provide significant industry expertise to the market.

4. Experience

DUAL New Zealand is the largest Underwriting Agency and one of the top five Liability providers in the New Zealand market.

5. Simple Transaction

Our online portal offers Brokers easily obtained quotes and client based results for SMEs. Alternatively, please contact our dedicated team of Underwriters for tailored solutions.

*You can now
quote & bind IT
Liability in less
than 2 minutes on
the WebRater.*

Proven Claims Experience



IT Claims Example 1

Profile: IT Consultant, 10 staff, \$950K turnover.

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 project management and reseller of third party hardware, 3 staff, \$225K turnover.

Background: The Insured was hired by a client to host their website. The claimant initiated Supreme Court proceedings against the Insured for breach of contract and negligence when the client lost all their data on their website.

Response: Indemnity was extended under the main Insuring Clause and panel solicitors were retained to assist in the defence of the matter. The claim was settled prior to trial, for a figure significantly smaller than alleged in the Statement of Claim.

Payment: \$85,000.

IT Claims Example 3

Profile: Data communication services (ISP), telecommunication services, 4 staff, \$150K 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.

Response: Indemnity was granted under the Public Liability insuring clause.

Payment: \$15,000.

IT Claims Example 4

Profile: IT sales and installation services, 30 staff, \$1.5M turnover.

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 \$500K 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.