



Cyber Insurance and Breach Coach Services for Technology & Medical Technology Clients

The UK's National Crime Unit found that cybercrime had overtaken all other forms of crime for the first time ever, with over two million incidents now recorded per year. Cyber attacks are also becoming more sophisticated. In today's data-driven world, keeping information, data and finance safe and secure online is essential. Despite advances in technology, human and system error are ever-present threats, while everything from a lost laptop to a disgruntled employee can now pose a major risk.

But what actually happens if it does go wrong?

Travelers is one of the world's top 5 cyber insurers; our specialist Technology wordings provide cover that protects against a wide range of first and third party losses covering Cyber Business Costs including: Breach Response; Cybercrime; Extortion; Business Interruption; and Cyber Liability. It also gives the insured access to specialist professional advice and support from our Breach Coach, Pinsent Masons, and other expert breach response vendors.

Travelers and Pinsent Masons – our trusted partners

Pinsent Masons have over 10 years of knowledge and experience across hundreds of breaches, giving them the breadth of expertise to be able to respond to an insured's needs; including in-depth understanding of the credit monitoring environment and regulatory requirements, making them the trusted partner of Travelers.

The experts

Pinsent Masons cyber risk experts combine a deep understanding of technology and data protection law plus practical experience of successfully managing data breaches and security incidents. Their cyber team are part of a Technology Media and Telecoms (TMT) practice rated Tier 1 by the Legal 500. Their knowledge of the underlying technology means they can discuss technical matters with any expert and ensure the scope of any

investigation is sufficiently wide-ranging, but not excessive, thereby controlling cost and speed of resolution.

As solicitors, communications with third party experts can gain extra privilege and protections. This can be particularly important with litigation claims and/or regulatory investigations led by a data protection authority or a financial regulator. Non-legal advisors cannot offer the same potential protection.

Cyber breaches often affect multiple jurisdictions, which Pinsent Masons, as an international firm, are positioned to handle with offices throughout the UK, in 28 European countries, and in North America, Asia, Africa and the Middle East. They are capable of providing the quick international response that will often be needed, coupled with a knowledge of the local data regulatory environment.

Why speed matters

By providing a fast, decisive response immediately after a breach is discovered, Pinsent Masons works with Travelers to ensure the right course of action is taken – and help to mitigate potential system damage plus data and financial losses. This will assist companies in meeting their obligations under GDPR.

Market leading expertise and corporate strength

 1,000+

Travelers insures more than 1000 technology firms in the UK and Ireland.

 £500m+

Travelers insures over £500m worth of tech business around the world.

 AA rated

Standard & Poor's has rated Travelers AA, a testament to our financial strength to pay out large claims.

 100+

Travelers underwriters have in excess of 100 years' combined experience in the technology arena.

 5+

Travelers has a team of risk control and cyber claim specialists with experience in technology risks and the US legal system.

 125+

Travelers offers the products, service and expertise to meet the needs of the technology sector in more than 125 countries.

How it works

When an Insured contacts the Pinsent Masons Breach Coach Helpline, which is available 24/7/365 via 0800 5878388 or in Ireland 00 44 800 587 8388 and response is guaranteed within two hours between 8am and 8pm, and within four hours at other times.

The Travelers breach response: a straightforward, six step process

A straightforward six-step process

Step 1



Discovery

Insured discovers a suspected cyber event.

Step 2



Alert

Insured contacts the Pinsent Masons Breach Coach Helpline, which is available 24/7/365 via 0800 5878388.

All Travelers Insureds have access to a 30-minute consultation call with Pinsent Masons free of charge, in the event of an actual or suspected cyber event.

Step 3



Assessment

A triaged call between a claim professional on the Travelers Cyber Team, the Breach Coach and the insured to determine next steps and priorities.

Step 4



Engagement

Travelers will establish a dedicated team from a network of industry-leading vendors in order to respond quickly and effectively to the cyber event.

As well as the Breach Coach, these can include:

- Forensic investigators
- Public relations firm
- Notification vendor
- Call centre vendor
- Credit monitoring service

Step 5



Communication

Both the insured and their broker will be kept informed throughout the process with direct and regular contact with the claim professional during business hours.

Step 6



Resolution

Thanks to our experience and the experts we call on, Travelers ensures that the event is resolved as quickly and smoothly as possible, allowing the insured's organisation to get back to normal.

FAQs

1) If I suffer multiple data breaches, can I contact Pinsent Masons more than once in a policy year?

Yes, you can access Pinsent Masons as many times as necessary during a policy year.

2) Are there any circumstances in which I would be invoiced by Pinsent Masons for using the helpline services?

The 30 minutes consultation is always available free of charge to Travelers' insureds if you think you've had a privacy breach, even if the matter turns out to not actually involve a breach, or doesn't cause any financial loss.

3) Can I use a vendor that is not on Travelers' list of approved vendors?

Yes, we appreciate that a Technology company may already have an existing relationship with other specialists and we can consider this subject to approval of costs.

4) If I suffer a data breach and it becomes apparent that the breach occurred prior to the purchase of the insurance, can I still use the services of Pinsent Masons & Travelers?

Yes, as the trigger for policy coverage is when you first know about the security breach and not when the breach actually occurred.

For more information speak to a member of the Travelers team or visit:

travelers.co.uk/technology

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Please consult your policy documentation or visit the websites below for full information.

travelers.co.uk travelers.ie