



CHUBB®

# Technology Industry Practice Guide for brokers

*UK*



# All you need to get ahead with Technology clients

At Chubb, we understand Technology. We get under the skin of issues faced in the technology sector, so that you and your clients have the confidence to get on with business.

As a specialist in Technology risks, we have the right tools, knowledge and wealth of experience to help you service technology clients effectively and professionally.

We have been a global market leader in this sector for decades and we continue to evolve to meet the needs of our clients. Our team of Technology specialist underwriters in the UK & Ireland are here to support you and your Technology clients' and provide the best solutions for Technology risks.

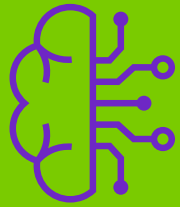
Whatever you need to know about the bespoke package Chubb can offer your Technology clients, you'll find it right here in this Technology Industry Practice guide. You'll also find UK and Ireland contacts, so you can easily make the right connections, wherever your clients are based.



**Global IT  
spending is  
projected to total**



**\$3.5  
trillion**  
**in 2020**



# Understanding our Technology Industry Practice

Chubb has experts at every level. Our Industry Practices cover a number of select, specialist sectors in UK & Ireland, including:



**Technology**



**Life Sciences**



**Real Estate**



**Media**

Our Global Technology offering is customer-centric, with specially developed products that meet the precise needs of Technology companies. It takes a monoline or package approach, with the same team handling and co-ordinating the Property and Casualty, including Professional Indemnity and Cyber coverages, ensuring absolute consistency for clients.

By 2025, it is forecast that there will be

**41.6 billion** connected devices

Source: International Data Corporation (IDC)



## Stay ahead with our leading service

As one of the most trusted specialist insurers in the industry, Chubb's market-leading products and services put your clients at the heart of everything we do. All our solutions are tailored to clients' exact needs. Using our superior craftsmanship, your Technology clients can achieve their ambitions.

Industry Practices differentiate Chubb as a specialist in product alignment, underwriting expertise and service delivery in select industries. Our Industry Practices offering is about providing tailored specialist insurance solutions, with capabilities and products that evolve to meet the changing risks of each industry.



### Get expert insight from **specialists in risk**

We understand your Technology clients' business and will create a tailored solution to fit them perfectly.



### Be supported by those at the **heart of your clients' ambition**

We understand and share your Technology clients' entrepreneurial spirit, and together we'll help them take on the world, regardless of size, vision or focus.



### Benefit from true partnership and a **proactive approach**

With our proactive and collaborative approach, we'll help your Technology clients achieve the right outcome.



### Have the reassurance of a **global partner that's trusted and respected**

Not only do we craft global compliant programmes, our international reputation for delivery and financial strength means you and your clients can count on us.



## Why choose Chubb?

### We stand out against the competition

- With nearly 70 years' experience providing insurance solutions, Chubb has dedicated Technology specialists who have the authority on the multiline package approach. Coverage includes: Property, Terrorism, Employers' Liability, Public and Products Liability, Professional Indemnity and Cyber.
- We have tailor-made capabilities to address the needs of Technology companies, from start-ups to the most complex multinational risks with US exposures.
- Chubb's Cyber Enterprise Risk Management (ERM) offering is a market reference for the quality of coverage and services we provide.

### We provide superior claims services

- We provide an award-winning claims service that understands the Technology industry and the challenges related to Technology projects and innovation.
- Our experience in sorting out complex claims allows us to provide our insureds with the most effective support in selecting the right experts and defending the cases, here and abroad.

### We offer expert risk engineering services

- Chubb has developed a team of dedicated and specialist risk engineers in the UK & Ireland, who combined, have over 25 years experience in the industry. Their sole aim is to help our Technology insureds understand and mitigate their Technology Professional Indemnity, Cyber, Casualty, Property and Business Interruption exposures.



# Multinational Programmes

## We stand out against the competition

- We understand that many companies seek growth and new opportunities overseas, however, we know this can bring a multitude of new and complex risks. To support these businesses, Chubb offers a bespoke Multinational Insurance Programme which is tailored to meet the needs of clients operating around the globe and in challenging markets.
- We offer local knowledge, 24hour claims handling, inhouse risk engineers and crisis management advice
- We help brokers and the insureds to comply with local regulatory requirements and in local language

- We have capabilities to issue admitted policies overseas, including Property, General Liability, Professional Indemnity, Cyber, US Auto and Workers Compensation or Employers' Liability

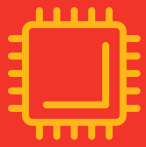
Chubb's Multinational capabilities are supported by Worldview, our award-winning web-based platform which helps brokers and clients to effectively manage global insurance programmes.

## Key features include:

- Policy issuance and electronic delivery of program documents
- Invoices and money movement
- Claims information, assessment, and reporting
- Data visualisation and interactive dashboard capabilities
- Account servicing and collaboration with your Chubb team
- Multinational Research Tool (MRT)

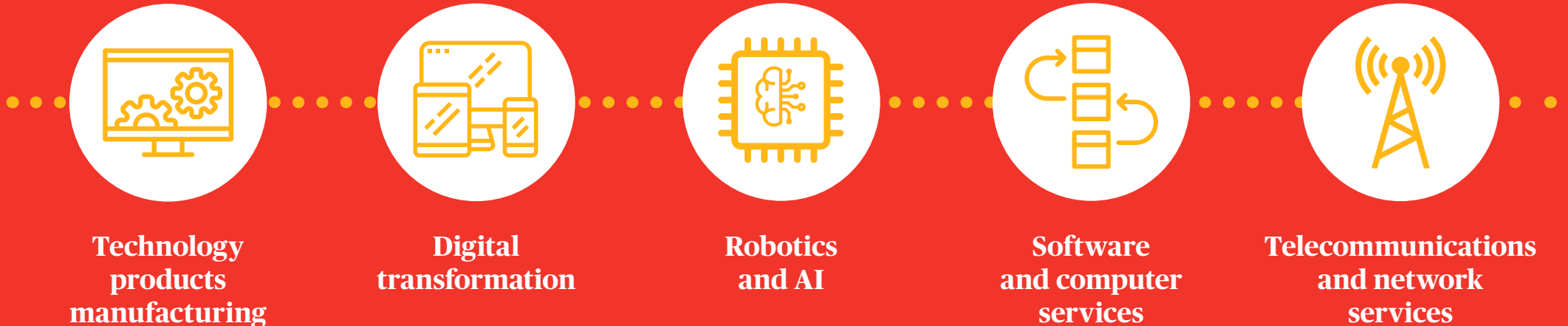
To find out more about our multinational offering [click here](#)





# Covering all Technology companies with one leading insurer

We have a clear focus for businesses that provide Technology solutions, products and services. That's why we are able to provide solutions for SME, Mid Market and Major Accounts, across five core appetite classes:





## A service that speaks the language of your clients' business

The Chubb Technology Package is a comprehensive first and third party policy, which provides solutions that meet the unique insurance needs of Technology developers, producers and distributors.

Where other businesses are mainly exposed to property damage and bodily injuries, Technology companies have particular exposures to intangible assets, data, and financial loss.

When specific coverage like this is needed, Chubb steps in to offer a broad range of solutions across the UK & Ireland. Our coverage is delivered effectively and efficiently in local

languages, and through monoline or new innovative package products developed according to the local market requirements.

For total confidence, we advise your Technology clients to buy a package policy. Not only does this allow them to enjoy the ease of working with one insurer, but purchasing all coverages together helps to avoid gaps in cover. This continuity makes loss reporting and claims much easier to handle for both brokers and clients, avoiding disruptions and reputational challenges to their business.







# The range of product solutions provided by Chubb's experts

You will find the full list of insurance products available in the Technology package below:



## Professional Indemnity

- Technology Professional Indemnity including Contractual Liability and Performance Failure
- Privacy and Network Security Liability
- Media Liability



## Cyber ERM

- Cyber Business Interruption
- Data and System Recover Costs
- Cyber Extortion
- Cyber Crime Financial loss
- Telecommunications Fraud

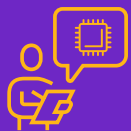
## Extensions:

- Emergency incident response expenses
- Liquidated damages
- Mitigation sections for fees and expenses, product and service defect and recall
- Loss of documents or data of others
- Contractually assumed incident response expenses
- Mitigation cover for unpaid invoice amounts
- Defence costs
- Software betterment costs
- Cyber crime
- Telecommunications fraud
- Product liability crisis response expenses
- Waiver of the rights of subrogation under contract
- Reward expenses



# The range of product solutions provided by Chubb's experts

All of which are both domestic and multinational:



## Liability Exposures

- Public Liability
- Products Liability
- Employer's Liability

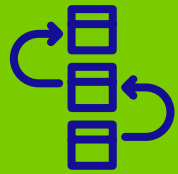


## Property Damage and Business Interruption (Lead/follow line available)

- Flexible Business Interruption options available
- Research and Development costs
- Full Theft
- Full Computer Breakdown

## Our Technology offering also provides three additional product benefits:

1. Terrorism Coverage
2. Legal Expenses
3. Chubb Basket
  - Marine Cargo
  - Kidnap and Extortion Expenses



## Chubb's cyber services

In today's connected environment, cyber security is a widespread concern. As a global leader in cyber insurance, Chubb understands the business of protection.

Chubb offers a number of cyber services to help improve our clients' cyber risk management before an incident occurs. Our offering includes a number of complimentary, as well as some highly discounted services for our cyber policyholders, through our cyber loss mitigation services:



- A complementary password management solution via Dashlane - free with our cyber policy



- Phishing training and loss mitigation services for Chubb cyber policy holders



- With every Cyber policy, we provide free access to Dynarisk, an online risk assessment tool that helps clients to protect their business



- A comprehensive incident response process  
Key features include:

- A dedicated incident response call centre
- Access to emergency costs within the first 48 hours
- Customised email alerts and updates
- Local language capabilities



## Getting in touch

With leading experts in the UK, you can rely on Chubb to be there, providing the best insurance solutions. Whatever you and your Technology clients need, get in touch today.

### Head of Industry Practices, UK & Ireland

Louise Joyce - [louise.joyce@chubb.com](mailto:louise.joyce@chubb.com)

### Technology Industry Practice Manager

Christopher Daniel - [cdaniel@chubb.com](mailto:cdaniel@chubb.com)

### Senior Technology Underwriting

#### Specialist UK & Ireland

Paul Skinner - [prskinner@chubb.com](mailto:prskinner@chubb.com)

### Technology Regional Manager

#### and Specialist, UK Regions

Paul Grogan - [pgrogan@chubb.com](mailto:pgrogan@chubb.com)

### Technology Specialist - National Underwriting Centre

Duncan Traill - [dtraill@chubb.com](mailto:dtraill@chubb.com)

### Industry Practices Manager, Ireland

Clive Slattery - [clive.slattery@chubb.com](mailto:clive.slattery@chubb.com)



## Regional Technology Industry Practice lead contacts

### London

Emily Box - [ebox@chubb.com](mailto:ebox@chubb.com)

Sam Rix - [sam.rix@chubb.com](mailto:sam.rix@chubb.com)

Harry Grannum - [harry.grannum@chubb.com](mailto:harry.grannum@chubb.com)

Devanté Hinds - [devante.hinds@chubb.com](mailto:devante.hinds@chubb.com)

Alex Smith - [alexander.smith@chubb.com](mailto:alexander.smith@chubb.com)

### Reading and Maidstone

Samantha Mules - [samantha.mules@chubb.com](mailto:samantha.mules@chubb.com)

### Birmingham

David Palmer - [dpalmer@chubb.com](mailto:dpalmer@chubb.com)

### Leeds and Newcastle

Louise Holden - [lholden@chubb.com](mailto:lholden@chubb.com)

### Glasgow

Duncan Clark - [duncan.clark@chubb.com](mailto:duncan.clark@chubb.com)

### Manchester - National Underwriting Centre (NUC)

Peter Mobey - [pmobey@chubb.com](mailto:pmobey@chubb.com)

Amanda Holt - [aholt@chubb.com](mailto:aholt@chubb.com)

Andrew Summers - [andrew.summers@chubb.com](mailto:andrew.summers@chubb.com)

Andrew Clifton - [andrew.clifton@chubb.com](mailto:andrew.clifton@chubb.com)

Andrew McLeod - [andrew.mcleod@chubb.com](mailto:andrew.mcleod@chubb.com)

Georgina Fisher - [georgina.fisher@chubb.com](mailto:georgina.fisher@chubb.com)

### Ireland

Stewart Doyle - [stewart.doyle@chubb.com](mailto:stewart.doyle@chubb.com)

All content in this material is for general information purposes only. It does not constitute personal advice or a recommendation to any individual or business of any product or service. Please refer to the policy documentation issued for full terms and conditions of coverage.

Chubb European Group SE (CEG). Operating in the UK through a branch based at 100 Leadenhall Street, London EC3A 3BP. Risks falling within the European Economic Area are underwritten by CEG which is governed by the provisions of the French insurance code. Registered company number: 450 327 374 RCS Nanterre. Registered office: La Tour Carpe Diem, 31 Place des Corolles, Esplanade Nord, 92400 Courbevoie, France. Fully paid share capital of €896,176,662.