

Sitemason maintains a professional liability policy to cover our partners and clients in the unlikely event of a cataclysmic failure. This is an essential policy for a company you entrust with your business online, and Sitemason is proud to protect our customers from the unforeseen.

Technology & Life Science Practice
Agent Guide



FAILSAFE® OVERVIEW

Professional liability protection designed exclusively for technology businesses

Why Technology Companies Need FailSafe

Technology is integral to the operation of most businesses today. When technology fails, the financial impacts can be significant, and the companies affected often look to their technology product or service providers for compensation. Unfortunately, traditional liability policies are not designed to respond to pure financial claims. Consider what would happen if your technology client were found legally liable for a financial loss because:

- A glitch in their software caused their client to lose a month's worth of billing data
- Equipment they installed caused their customer to be unable to receive online orders for 48 hours
- The Web site they designed for a customer too closely resembled its key competitor's site

In situations like these, you want to know that your technology client is covered. At The Hartford, we believe that professional liability is an essential part of a comprehensive insurance program for all technology companies. That's why we developed the FailSafe Technology Liability Product Suite. FailSafe addresses the errors and omissions (E&O) exposures for technology companies of all sizes and, in conjunction with The Hartford's standard lines solutions, can provide 360 degrees of protection for your technology clients.

The FailSafe Product Suite

The Hartford's FailSafe coverage is available in three robust and competitive forms.

FailSafe MEGA® - an E&O coverage part - is available exclusively to technology companies that purchase The Hartford's Spectrum Business Owners policy.*

You can submit and rate FailSafe MEGA through our online ICON submission system. FailSafe MEGA features:

- Breach of warranty or representation coverage with no contractual liability exclusions
- Security Coverage, specifically Failure to Prevent:
 - » Denial of Service
 - » Disruption of Service
 - » Unauthorized access to, unauthorized use of, repudiation of access to, tampering with or introduction of malicious code into firmware, data, software, systems or networks
 - » Identify theft or disclosure of nonpublic personal information stored in electronic format that results in the wrongful use of such information
- Coverage limits from \$300,000 to \$2 million through ICON. Up to \$5 million in capacity is available through your Technology & Life Science Practice underwriter
- Affordable minimum premiums starting at \$600.

** FailSafe MEGA is available to companies with up to \$15 million in annual sales - \$10 million maximum sales per location and \$10 maximum property values per location.*

FailSafe GIGA® - a stand-alone E&O policy - is available to technology companies of all sizes. FailSafe GIGA features:

- Breach of warranty or representation coverage with no contractual liability exclusions
- Flexibility to expand the definition of covered technology services
- \$5,000 First Party Data Privacy and Cyber Extortion Expense Coverage at no additional charge. Limits up to \$2 million are available at additional cost for eligible risks.

(continued)

- Limits up to \$15 million are available for other coverages
- Affordable minimum premiums start at \$700

FailSafe GIGA coverage may be tailored to meet the needs of individual companies with optional endorsements for:

- Content/Intellectual Property
- Personal Injury
- Security/Identity Theft

FailSafe® TERA – The Hartford’s most robust professional liability product for technology companies includes all of the E&O coverage afforded under the FailSafe GIGA product, plus the following expanded peril coverage offerings:

- Content/Intellectual Property
 - » Copyright and trademark infringement including coverage for software code
 - » Plagiarism
 - » Misappropriation of ideas under implied contract
 - » Piracy but only as it directly relates to copyright/trademark infringement
 - » Misuse of intellectual property right in content, if such misuse results in copyright/trademark infringement or dilution, plagiarism, misappropriation of ideas under implied contract, or piracy directly related to copyright/trademark infringement
- Personal Injury
 - » Libel, slander and defamation when caused by content
 - » Invasion of privacy, including false light and public disclosure of private facts, wrongful entry or eviction; and malicious prosecution
- Security Coverage, specifically Failure to Prevent:
 - » Denial of Service
 - » Disruption of Service
 - » Unauthorized access to, unauthorized use of, repudiation of access to, tampering with or introduction of malicious code into firmware, data, software, systems or networks
 - » Identify theft or disclosure of nonpublic personal information stored in electronic format that results in the wrongful use of such information

Key Elements for All FailSafe Products

- Claims first made and reported policy
- Defense within the limits
- Specified coverage for independent contractors and clients
- Universal territory coverage (for worldwide glitches and suits)

Types of Companies That Need FailSafe

FailSafe can provide coverage to a broad array of tech companies, including:

- Software and computer-related services
 - » Prepackaged or custom software developers
 - » Web site designers
 - » Computer consultants
 - » Systems integrators
- Electronics manufacturing
 - » Electronic components
 - » Consumer electronics
 - » Computers
 - » Communications equipment
- Telecommunications & connectivity services
 - » Local exchange carriers
 - » Long distance telecommunications carriers
 - » Internet/Application Service Providers
 - » Web site hosting

Total Insurance Solutions

The Hartford’s customized insurance solutions for the technology industry also include automobile, workers’ compensation, marine, general liability, property, management liability, and international coverages.

Insuring Innovation

At The Hartford, we’ve been insuring the technology and life science industry for more than 25 years. We understand the rapidly changing environment in which this business operates. We offer the products and services designed to help meet their coverage needs today and tomorrow. Visit our [Technology & Life Science](#) website for more information about our appetite and the coverage The Hartford can provide to your Technology & Life Science clients.

For assistance on account opportunities, contact your Technology & Life Science Practice underwriter directly or email us at techpracticegroup@thehartford.com to identify an underwriter near you.

With The Hartford Behind You, Achieve What's Ahead of You®

The description herein is a summary only and may not apply under all circumstances. Coverage is provided by the member companies of The Hartford Financial Services Group, Inc. and may not be available in all states. For a complete description of coverage terms and conditions, refer to the insurance policy. In the event of a loss, the terms and conditions of the policy issued will determine the coverage provided. Coverage may not be available in all states. All information and representations herein are as of February 2012.

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