

## Which one is right for your client?

### Do your clients ...

- Use e-mail?
- Rely on networks, computers and electronic data to conduct business?
- Browse the Internet or have their own Web site?
- Handle valuable or personal information on their or another's network?
- Generate revenue online (e-commerce)?
- Use their network to control production, manufacturing, inventory or a supply chain?
- Interact or collaborate with others (clients, suppliers, partners or the public) via the Internet?
- Advertise or promote their business online, or publish digital content?

If the answer is "yes" to any of the above, then your client has an exposure and will likely need specialty coverage.

Traditional coverage forms alone — including Property, GL, Crime and E&O — typically fall short of covering information and network-related risks. NetProtect 360<sup>SM</sup> and NetProtect Essential<sup>SM</sup> address these issues:

	NetProtect 360 <sup>SM</sup>	NetProtect Essential <sup>SM</sup>	Property	GL	Crime Bond	K&R	Misc. Professional Liability	Tech E&O
<b>First-Party Cyber Risks</b>								
Data Recovery	NP		ISO?					
Business Income	NP		ISO?					
Denial of Service	NP							
Virus/Hacker/Sabotage	NP							
Theft of System Resources	NP		ISO?					
Extortion	NP				LTD			
<b>Third-Party Cyber Risks</b>								
Theft/Disclosure of Data	NP							
Damage to Someone Else's Data	NP							
Professional E&O	NP							NP
Media Liability (Web Content)	NP			LTD				
Privacy Liability	NP	NP		LTD				LTD
Network Security	NP	NP				LTD		LTD
Malicious Act/Hacker/Sabotage	NP							
Administrative Error	LTD						LTD	LTD
Virus/Malicious Code	NP							
Coverage Provided		NP						
Limited Coverage Can Be Provided		LTD						
Coverage May Be Available Via ISO Endorsement			ISO?					

**CNA NetProtect 360<sup>SM</sup>** sets a high industry standard for network security, content and privacy liability protection, bringing together both first- and third-party coverage. NetProtect 360<sup>SM</sup> coverage is worldwide, claims-made with limits up to \$10 million. This product is designed for companies in business for three or more years that are U.S., Canadian or European Union domiciled and generate gross revenue up to \$1.5 billion.

**CNA NetProtect Essential<sup>SM</sup>**, similar to NetProtect 360<sup>SM</sup>, is designed to meet the network security and privacy liability needs of small- to mid-size companies. NetProtect Essential<sup>SM</sup> also covers costs to comply with applicable laws requiring your client to notify customers or users if a security breach could potentially compromise private information. Admitted coverage is worldwide with limits up to \$2 million. NetProtect Essential<sup>SM</sup> is designed for any business that is U.S. domiciled and generates gross revenue of less than \$100 million.

To learn more about NetProtect 360<sup>SM</sup> and NetProtect Essential<sup>SM</sup>, contact your local Technology underwriter.



One or more of the CNA companies provide the products and/or services described. The information is intended to present a general overview for illustrative purposes only. It is not intended to substitute for the guidance of retained legal or other professional advisors or to constitute a binding contract. Please remember that only the relevant insurance policy can provide the actual terms, coverages, amounts, conditions and exclusions for an insured. All products and services may not be available in all states. CNA is a service mark registered with the United States Patent and Trademark Office.

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**As businesses of all types increase their reliance on information and networks, while assuming responsibility for their customers' data, they face increased exposure to computer attacks, viruses and security breaches.** With CNA, you have access to the underwriting and risk management expertise to help your clients build highly protected risk strategies that combine people, controls, technology and insurance to provide important insurance coverage.

Traditional coverage forms alone — including Property, General Liability (GL), Crime and Errors & Omissions (E&O) — typically fall short of covering information and network-related risks. NetProtect 360<sup>SM</sup> fills the gaps by offering exceptional first- and third-party cyber risk coverage to address a broad range of exposures. Our underwriters are recognized experts in this field and have an average of more than 10 years of experience in crafting information risk coverage to meet unique client needs.

### Key Competitive Advantages

- Broad information risk coverage that includes offline services and information, not just online coverage
- Covers network information enterprise-wide, not just information on Web sites
- Covers security breaches, mistakes and unauthorized employee acts, including virus attacks, hacking, identity theft or private information loss, and infringing or disparaging content
- Includes theft of others' trade secrets and proprietary or confidential information from the insured
- Covers regulatory proceedings, typically at full limits
- All liability coverage includes vicarious liability, i.e., privacy injury claims alleging wrongful acts by insured or by someone for whom the insured is legally responsible

### Broad Appetite

NetProtect 360<sup>SM</sup> coverage is worldwide, claims-made with limits up to \$10 million. This product is designed for companies in business for three or more years that are U.S., Canadian or European Union domiciled and generate gross revenue up to \$2.5 billion. Although NetProtect 360<sup>SM</sup> is available to nearly any industry and most classes of business, the following industries are particularly good candidates for this coverage:

- Financial Services
- Healthcare and Life Sciences
- Manufacturing
- Telecommunications
- Technology

**NetProtect 360<sup>SM</sup> Modular Coverage at a Glance**

Our menu-based form lets you design and choose coverage that's right for your clients.

Please note: NetProtect 360<sup>SM</sup> is surplus lines coverage. Agents and brokers must be licensed for surplus lines and are responsible for all related taxes and fees.

	<b>What NetProtect 360<sup>SM</sup> Covers</b>	<b>Why Choose NetProtect 360<sup>SM</sup></b>
<b>Privacy Injury Liability</b>	<ul style="list-style-type: none"> <li>• Privacy rights violations</li> <li>• Private actions or unauthorized disclosure or use of others' personal and private information in violation of privacy laws, government regulations or institutional policies</li> <li>• Unauthorized disclosure of others' company sensitive information, e.g., trade secrets</li> </ul>	<p>Covers<sup>1</sup>:</p> <ul style="list-style-type: none"> <li>• All online and offline information across the enterprise, not limited to material on Web sites</li> <li>• Worldwide coverage; actions can be brought in any jurisdiction</li> <li>• Certain employee and third-party custodian acts</li> <li>• Employee mistakes or unsanctioned willful actions, not limited to failure of security</li> <li>• Any current or future privacy law or regulation in any jurisdiction</li> <li>• Private or sensitive information on removable media, such as tapes, disks, personal digital assistants, or laptops, even if lost or stolen off premises</li> <li>• Claims alleging use of spyware, spam or similar electronic intrusions</li> <li>• Emotional distress in conjunction with identity theft or other privacy injury</li> <li>• Employees' private information</li> <li>• Includes vicarious liability for private information entrusted to third parties; certain restrictions may apply<sup>1</sup></li> </ul>
<b>Privacy Regulatory Proceedings</b>	<ul style="list-style-type: none"> <li>• Defense of a proceeding or action brought by a privacy regulator</li> </ul> <p>Note: Available where permitted by law and typically excludes fines and penalties. Please contact your local CNA representative for more details.</p>	<ul style="list-style-type: none"> <li>• Typically no sub-limit; full limits of privacy coverage apply</li> <li>• True worldwide coverage; actions can be brought by regulators in any jurisdiction under any applicable privacy law</li> </ul>
<b>Public Relations Expenses</b>	<ul style="list-style-type: none"> <li>• Expenses incurred in responding to adverse publicity or media attention arising from a claim, including a covered extortion claim, covered elsewhere in the policy</li> <li>• Includes coverage for related expenses to preserve favorable relationships with customers following a breach</li> </ul>	<ul style="list-style-type: none"> <li>• No deductible and typically no co-insurance</li> </ul> <p>Covers<sup>1</sup>:</p> <ul style="list-style-type: none"> <li>• Privacy breach-related "Duty to Notify" costs, e.g., SB 1386 or similar regulations</li> <li>• Cost to remedy a privacy compliance deficiency following notification by a privacy regulator</li> <li>• Cost to procure credit monitoring services on behalf of customers whose private information may be at risk due to a breach</li> <li>• Outside expenses to restore your reputation</li> </ul>
<b>Network Security Liability</b>	<p>Third-party claims arising from:</p> <ul style="list-style-type: none"> <li>• Others' inability to use or access insured's network</li> <li>• Infection of others' networks by insured</li> <li>• Information damage to others' networks caused by insured</li> <li>• Others' inability to rely upon the accuracy, validity or integrity of information residing on insured's network</li> <li>• Theft of others' information, e.g. trade secrets, in insured's care resulting from unauthorized access to or electronic infection of insured's network</li> </ul>	<ul style="list-style-type: none"> <li>• Responds even if claims are not related to insured's services</li> <li>• Includes unauthorized employee/"insider" actions</li> <li>• Includes theft of others' trade secrets</li> </ul> <p>Covers:</p> <ul style="list-style-type: none"> <li>• Viruses</li> <li>• Denial of service</li> <li>• Security breaches</li> <li>• Mistakes</li> </ul>

	What NetProtect 360 <sup>SM</sup> Covers	Why Choose NetProtect 360 <sup>SM</sup>
<b>Content Injury Liability</b>	<ul style="list-style-type: none"> <li>Defamation, disparagement, false light, infringement, e.g., copyright, trademark, publicity rights, etc.</li> <li>Covers all forms of computer readable content, including software or other publications on CD-ROM, not just information on Web sites</li> <li>A broad media coverage option is available for those who publish in traditional media venues, e.g., television, radio and print</li> </ul>	<ul style="list-style-type: none"> <li>Fills many gaps in GL advertising injury or personal injury coverage</li> <li>Responds even if claims are not related to insured's services or advertising</li> <li>Includes software copyright infringement</li> <li>Enhanced broad media coverage available for traditional publishing venues, including TV, radio, print and cable</li> </ul>
<b>Professional Liability</b>	<ul style="list-style-type: none"> <li>Miscellaneous and/or Technology and Telecommunications E&amp;O</li> </ul>	<ul style="list-style-type: none"> <li>Covers both online and offline services</li> </ul>
<b>Network Extortion</b>	<ul style="list-style-type: none"> <li>Pays credible extortionist's demands to prevent network loss or execution of a threat</li> </ul>	<ul style="list-style-type: none"> <li>Responds when individuals who gain unauthorized access to private data attempt to extort money from the victim in exchange for not causing harm</li> <li>Includes coverage for employee/"insider" extortion demands</li> <li>Provides coverage if kidnap and ransom (K&amp;R) coverage does not respond or if insured does not buy K&amp;R coverage</li> </ul>
<b>Emergency Response Fund<sup>3</sup></b>	<ul style="list-style-type: none"> <li>Costs to hire a security specialist firm to respond rapidly to an attack, contain damage, prevent cascading or escalating loss, and capture forensic information</li> </ul>	<ul style="list-style-type: none"> <li>Typically no deductible and low co-insurance</li> </ul>
<b>Network Loss or Damage<sup>2,3</sup></b>	<ul style="list-style-type: none"> <li>Costs to recreate or restore network to pre-loss conditions</li> </ul>	<ul style="list-style-type: none"> <li>Includes coverage for employee/"insider" attacks</li> </ul>
<b>Business Interruption and Extra Expense<sup>2,3</sup></b>	<ul style="list-style-type: none"> <li>Lost online and offline income, as long as income is network dependent</li> <li>Extra expenses incurred in mitigating loss</li> </ul>	<p>Covers:</p> <ul style="list-style-type: none"> <li>Both online and network-dependent offline income</li> <li>Acts of employees or other "insiders"</li> <li>Costs to implement short-term measures to quickly restore operations</li> <li>Outsourced network operations; certain restrictions may apply<sup>1</sup></li> </ul>
<b>Extra Expense (optional coverage without Business Interruption)<sup>3</sup></b>	<ul style="list-style-type: none"> <li>Outside costs or additional expenses beyond customary operating cost to mitigate loss and reduce downtime</li> </ul>	<ul style="list-style-type: none"> <li>Coverage accommodates income peaks and seasonal income fluctuations</li> </ul>
<b>Electronic Theft<sup>4</sup></b>	<p>Three optional coverages are available for theft via insured's network:</p> <ul style="list-style-type: none"> <li>Basic option — Covers theft of your money, securities or goods</li> <li>Service option — Theft of your services</li> <li>Intangible property option — Theft of your intangible property, e.g., intellectual property</li> </ul>	<ul style="list-style-type: none"> <li>Basic coverage includes diversion of saleable goods, e.g., retail inventory or medical supplies and equipment</li> <li>Service option covers actual price of services</li> <li>Intangible property option covers the economic value of intellectual property assets</li> </ul>

Notes:

- Liability coverage includes vicarious liability coverage where insured is legally liable for the wrongful acts of others including "third-party custodians" to whom insured entrusts private/sensitive information previously entrusted to insured. Public infrastructure, ISP, Telco, etc. are excluded. Sub-limits may apply.
- First-party coverage for "Insured's network" automatically includes up to \$100,000 in coverage for leased and outsourced network operations. Public infrastructure, ISP, Telco, etc. are excluded.
- Coverage triggers for Extortion, Emergency Response Fund, Network Loss or Damage and Business Interruption and Extra Expense are hacking, denial of service and viruses. Attacks by insiders are included.
- Electronic Theft coverage is limited to attacks by outsiders.

### Restricted and Prohibited Classes

NetProtect 360<sup>SM</sup> cannot be written for certain classes, including:

- Adult Content
- Online Gaming or Gambling
- Online Interstate Sale of Alcohol, Tobacco, Firearms or Other Weapons
- Colleges, Universities and Similar or Related Risks — Other than online universities
- Social Networking
- Online Retail Securities Dealers — Selectively written

### Minimum Risk Controls

To qualify for complete coverage, including first-party and network security coverages, insureds must implement, at a minimum, these risk controls:

- Anti-virus
  - Employ anti-virus software on all computing devices
  - Automatically update anti-virus software at least daily
  - Automatically scan and filter e-mail attachments and downloads before opening files
  - Automatically receive virus and threat notifications from the United States Computer Emergency Readiness Team (US-CERT), SANS Institute or a similar provider
- Securely configure firewalls using other than a default configuration
- Configure networks using multiple firewalls (or equivalent) to separate back-office operations from Internet-facing operations
- Promulgate a security policy to all employees and contractors
- Have a tested disaster recovery plan that includes recovery from data center disasters
- Have a tested security incident response plan that addresses both direct (e.g., hacking) and indirect (e.g., virus) attacks upon network
- Back up network data and configuration files daily
- Store back-up files in a protected location
- Employ separation of duties for access to sensitive systems and information
- Allow remote access to network only from secured remote systems and only if it is via a VPN or equivalent systems
- Monitor network platform vendors at least daily for availability of security patches and upgrades
- Test and install security patches and upgrades within 30 days of availability, preferably within seven days
- Always lock server room or otherwise limit access to authorized personnel
- Employ procedural and technical controls over hardcopy information and removable media containing sensitive information
- Evaluate safeguards and employ solid contractual controls over third parties who have access to networks, computer systems and information
- Routinely re-evaluate risk posture and adjust corresponding risk controls

Other minimum controls may apply for content injury, privacy injury and professional liability coverage. Please inquire about specific risks and your clients' needs.

**For more information about the CNA NetProtect<sup>SM</sup> product line, contact your local branch or visit [www.cna.com](http://www.cna.com).**

