

# Cyber

## Delivering shared success

As a mutual company, we focus not on shareholders and stock markets, but on our policyholders and partners. We take time to get to know your business and what you need from your insurance solution.

Our underwriting involves a thorough analysis of your risks, backed by a deep understanding of your industry, while our integrated underwriting, claims, and risk management offers you a creative risk-transfer solution.

## Solutions for your most complex risks

All companies have some exposure to cyber risks. In fact, anyone who has data on third parties or employees, or a reliance on enterprise or operational networks, should consider their exposure.

The cyber risks we cover include a range of first and third-party exposures relating to the use of technology, in particular the business interruption and damage to digital assets.

Class of business	Line size
Cyber – All industries, primary or excess layers	GBP 15m

## Innovation in Cyber

Cyber exposures are amongst the most challenging risks a company can face, because they change rapidly and their impact may be felt right across the company. We aim to support our clients and our CyberSuite policy offers sophisticated solutions based on significant knowledge of market trends.

Within the team we have an expert underwriter focusing on innovation and product development for cyber, and a range of risk-management services to support our clients. A database of approximately 10,000 incidents helps us spot changes to cyber risks and address them proactively. Our cyber risk reports can help give our clients new insights into their IT security processes and controls, and provide suggestions on how they may make improvements.

Our broad coverage reflects our drive for continuous improvement based on experience, analysis, research, and long-term relationships.

We can provide cover for:

- Property damage resulting from malicious cyber attacks
- Failure to supply/spot market coverage
- Actual value of R&D data stored on networks
- Event cancellation arising from a cyber event
- Extended reputational harm to cover network integrity issues, not just privacy issues.

## First-party exposures

- Property damage/business interruption as a result of a cyber event
- Loss or damage to digital assets
- Non-physical business interruption and extra expense
- Cyber extortion
- Reputational harm
- Cyber crime

## Third-party exposures

- Security and privacy liability
- Privacy regulation defence
- Customer care and reputational expenses
- Notification expenses
- Privacy assistance expenses
- Crisis management expenses
- Multimedia liability
- Specific coverage for GDPR

## Available cover extensions

- PCI fines and penalties
- Cover for prior acts
- Dependent business income loss
- Network integrity reputational harm
- Incidental tech
- Intellectual property value indemnification following a cyber attack
- Marine Hull and loss of lease exposure from malicious cyber attacks

## With you for the long term

Being a mutual means we're consistent and here for the long term. Our experienced teams are resourceful, responsive, and empowered to make decisions quickly. You'll benefit from our technical underwriting capabilities, the strength of our relationships with our broker partners, and our unique approach to claims service.

Because what's good for you, is good for us.

We're a leader in developing innovative products to help your business manage the essential 'cross-over' into property damage cover.

This includes:

- The 'gap' between traditional cyber policies and the coverage available in the 'property' markets
- The increasing demand for 'affirmative' property cover from a cyber event to avoid uncertainty and legal dispute, as well as obtain the right underwriting and claims handling services from a carrier
- Fixing the 'non-affirmative' challenge faced by the insurance market. This is where it needs to accurately identify, price, and appreciate systemic risks associated with the exposure in traditional lines, and seek to 'pull them out' over time.

## Continuity in a changing world

Some clients have been with us for over 20 years. Why do they stay so long? Because we have a culture of flexibility and transparency. Quite simply: we do the right thing.

Your business doesn't stand still and neither do we. We are constantly evolving our products and services, investing in people and resources, and building our global distribution network – bringing you continuity and reassurance in a changing world.

## R&D solutions

Our portfolio of Cyber products extends beyond Strategic Assets. Our expert underwriters are currently writing, quoting, or innovating products in research and development for a range of businesses, including:

- Manufacturing – traditional cyber and property damage
- Ports and Terminal – traditional cyber and property damage
- Marine Hull – commercial and pleasure craft buy-backs of cyber exclusions
- Power & Energy – affirmative cyber property damage
- Commercial Property – affirmative and buy-back cyber property damage.

## Claims confidence CyberChoice

We all want to be able to choose what we want. And in an area as complex as cyber claims, our clients want different things:

- The choice of services such as breach response, crisis PR, legal, and forensics
- The choice of trusted expert vendors
- The choice of 'value-add' services at pre-placement, post-placement, and post-loss stages.

That's why we created CyberChoice – with exceptional claims service, complemented by market-leading features you choose.

If external expertise is required, we'll work closely with you to match expertise with individual needs and appoint trusted, long-term partners who share our attitude towards claims.

We maintain long-standing relationships with multiple vendors, giving you the freedom to choose from a range of tried and tested partners. We have experts on hand for all aspects of breach response including:

- Legal breach response
- Network forensics
- Credit monitoring & event notification
- PR
- Forensic accountants
- Data restoration.

Subject to our agreement, we're also happy to extend our service to vendors you already have a relationship with, as part of the CyberChoice service.

Ask us for more details about CyberChoice.

## Unlocking opportunities

With over a century of insurance experience, we've learned a thing or two about risk. We're dedicated to developing products and solutions for our clients, whether it's a variety of specialist coverages, a customised wording, or guidance on emerging exposures.

Talk to us about the trends we're seeing in your industry and the products we offer to protect your business.

### Contact Us

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Specialty Markets

For Mutual Advantage