

# Computer Insurance

## Insurance Product Information Document



This insurance is provided by NMU (Specialty) Ltd, which is registered in England. NMU is authorised and regulated by the Financial Conduct Authority, reference number 310539.

The following summary does not contain the full terms of the contract, which can be found in your policy documentation.

### What is this type of insurance?

NMU Computer Insurance provides cover for loss of or damage to hardware (being computers and their peripherals and software, telecommunications equipment, electronic office equipment and portable equipment). The policy can provide cover for reinstatement of data, increased costs of working and a degree of cover for malware, hacking and denial of service attack.



#### What is insured?

Most elements of the cover are optional. Please refer to your policy documentation for confirmation of the options you have selected.

##### *Hardware (cover for this section is mandatory)*

- ✓ Loss of, damage to, breakdown of or corruption of your hardware.
- ✓ Loss of, damage to, breakdown of or corruption of employees' own hardware used by them for the purposes of your business.

##### *Corruption and Reinstatement of Data (optional)*

- ✓ Costs incurred by you:
  - of investigating and reconfiguring your computer system;
  - to recover, restore, replace, repair or recreate data or software on your computer system;
  - of repurchasing licences or lost or damaged proprietary software;following:
  - damage to hardware recoverable under the policy;
  - any:
    - negligent or inadvertent operating error and/or process error;
    - error in the choice of software to be used;
    - set-up error;
    - one-off operation incompatible with your computer system;on your computer system.

##### *Increased Cost of Working (optional)*

- ✓ Costs incurred by you to avoid or diminish a reduction in your gross profit following interruption to the functions carried out by your computer system in consequence of:
  - damage to hardware recoverable under the policy;
  - corruption or reinstatement of data or software recoverable and insured under the policy;
  - prevention of access to your computer system following certain specified causes.

##### *Malware, Hacking and Denial of Service Attack (optional)*

- ✓ Costs incurred by you of locating and removing malware from your computer system.
- ✓ Damage to your hardware caused by malware, hacking or denial of service attack.
- ✓ Costs incurred by you:
  - of investigating and reconfiguring your computer system;
  - to recover, restore, replace, repair or recreate data or software on your computer system;
  - of repurchasing licenses or lost or damaged proprietary software;in consequence of malware, hacking or denial of service attack.
- ✓ The cost of you hiring a specialist company to make recommendations to prevent your computer system from being infected by malware or to prevent hacking, together with the cost of incorporating any recommended improvements.
- ✓ Increased cost of working, being costs incurred by you to avoid or diminish a reduction in your gross profit following interruption to the functions carried out by your computer system in consequence of malware, hacking or denial of service attack.



## What is not insured?

### *Generally*

- ✗ Loss or damage due to any infectious or contagious diseases or epidemic or pandemic.
- ✗ Loss or damage due to the use of computers, programmes or processes as a means of inflicting harm. If you have selected to insure Malware, Hacking and Denial of Service Attack this exclusion will not apply to that cover.
- ✗ The value of any data.
- ✗ Overloading of bandwidth connections or web servers. If you have selected to insure Malware, Hacking and Denial of Service Attack this exclusion will not apply to that cover.
- ✗ Costs of rectifying design defects or original manufacturer's programming errors in software.
- ✗ Costs caused by or arising from the use of unproven software.
- ✗ Unexplained or unidentified losses.
- ✗ Failure of the electricity supply due to certain specified causes.
- ✗ Failure of telecommunication systems due to certain specified causes.

### *Increased Cost of Working*

- ✗ Consequences of industrial action.

### *Malware, Hacking and Denial of Service Attack*

- ✗ The cost of investigation to find the identities of parties affected by hacking of or malware on your computer system or how and why your data privacy obligations have not been met, or to tell you how you should respond.



## Are there any restrictions on cover?

- ! A deductible or excess, being the part of a claim you are responsible for, may apply to your policy.
- ! The policy will contain financial limits on the maximum values we insure.
- ! Theft from insecure buildings, unless following forcible and violent means we will not pay more than the limit stated in the policy schedule.
- ! Theft from unattended vehicles, we will not pay more than the limit stated in the policy schedule.
- ! Increased Costs of Working cover is subject to a time limit, after the expiry of which we will cease to make any payments.
- ! Your policy may contain other restrictions, please refer to your policy documentation.



## Where am I covered?

- ✓ Within the geographical areas described in the policy schedule, including whilst in transit.



## What are my obligations?

- You must maintain your hardware and keep a record of all maintenance and data backup carried out.
- You must back up data at the frequency stated in the policy schedule and store this away from the premises.
- Your computer system must be protected by malware protection software and a firewall.
- You must ensure that access to your computer system is authenticated by individual user identification and password and that remote access is separately authenticated.
- You must have an information security policy.
- You must provide us with honest, accurate and complete information whether you are taking out, renewing or making changes to your policy.
- You must observe and fulfil the terms of your policy as failure to do so could affect your cover.
- You must pay the premium.
- You should inform us without delay of any material changes to your risk. If you do not inform us about a change it may affect any claim you make or could result in your insurance being invalid. Following a change we may need to apply additional terms, which you must observe, or require you to pay an additional premium. You may also need to take action, if so we will advise you.
- In the event of a claim, we must be notified as soon as possible (within 7 days) and you should contact your insurance broker. You should take all reasonable steps to minimise the loss and ensure that all responsible parties are held liable.
- You must not waive any rights you have against third parties.



### When and how do I pay?

- Typically, annually at inception. Your premium may be subject to adjustment on expiry, based on a declaration of actual values.



### When does the cover start and end?

- Typically, the policy is for a period of 12 months commencing on the date stated in the policy schedule.



### How do I cancel the contract?

- You may cancel this policy by giving us notice. Please refer to your policy document for information on how to do this.