

CyberFirst Essentials[®] – Small Business FAQs

SELECT ACCOUNTS



Q: What is CyberFirst Essentials – Small Business?

A: CyberFirst Essentials – Small Business bundles 1st and 3rd party coverage by offering Information Security Liability and Breach Essentials in one coverage part available in conjunction with a **Master PacSM** policy.

Information Security Liability provides 3rd party protection for a claim or suit when the insured has failed to:

- Prevent unauthorized access to, or use of, their customers' identity information
- Notify individuals of such unauthorized access or use, as required by security breach notification law

Breach Essentials provides 1st party reimbursement for reasonable costs incurred in a breach event such as:

- Remediation
- Notification expenses
- Payment card penalties
- Crisis management or public relations

Q: What's the need for the CyberFirst Essentials – Small Business?

A: With a recent increase in cybercrime and a focus on information security breach incidents impacting small businesses (about 72% of worldwide data breaches were with companies of 100 employees or less), there is an urgent need for this coverage for all small business clients.*

*The Wall Street Journal & 2012 Verizon Data Breach Investigation Report

Q: How can I quote CyberFirst Essentials – Small Business?

A: The CyberFirst Essentials – Small Business coverage is available in 2nd Gen TravelersExpress for Master Pac.

By answering a few underwriting questions, you will be able to quote and issue this coverage in conjunction with a Master Pac policy. A question guide is also available on Agent HQ to help get you started.

Q: Can CyberFirst Essentials – Small Business be added to any segment?

A: Yes. It is available in all segments as a separate coverage part issued with a Master Pac policy in 2nd Gen.

Q: Will CyberFirst Essentials – Small Business be pre-selected in 2nd Gen TravelersExpress for Master Pac?

A: No. CyberFirst Essentials – Small Business will not be pre-selected; however, it will be an optional coverage for all eligible policies. This coverage option can be found through the “Cyber” tab on the “Policy Coverages” screen.

Q: What happens to the CyberFirst Essentials – Small Business coverage if the Master Pac policy is canceled?

A: The CyberFirst Essentials – Small Business coverage will be canceled or non-renewed along with the associated Master Pac policy.

Q: What limits are available?

A: A variety of limits are available for all segments to ensure that our customers have flexible options to purchase the best coverage at the most competitive pricing. See chart for more details:

Information Security Liability Aggregate Limit	Breach Essentials Sub-Limit	Deductibles (Applies to Each Wrongful Act)
\$25,000	\$10,000	\$0
\$50,000	Up to \$25,000	\$500
\$100,000	Up to \$50,000	\$500
\$250,000	Up to \$100,000	\$1,000

Q: Are there any eligibility restrictions on CyberFirst Essentials – Small Business?

A: Certain restrictions on limits may apply based on account classification or state availability:

- The maximum Information Security Liability limit available for Medical Offices is \$25,000.
- Minnesota and New Hampshire only offer Information Security Liability limits of \$100,000 or \$250,000.

Q: Why might I see a referral?

A: While utilizing the efficient quote-to-issue functionality found in 2nd Gen, your **CyberFirst Essentials – Small Business** quote may provide instructions to modify or alter your options to allow you to proceed directly with the quote without additional risk analysis. If the account is outside of our appetite, the quote will be declined.

Q: What is the commission paid on CyberFirst Essentials – Small Business?

A: The same commission that applies to the *Master Pac* policy will also apply to the **CyberFirst Essentials – Small Business**.

Q: Is CyberFirst Essentials – Small Business covered under the umbrella policy?

A: No. There is no coverage under the umbrella policy.

Q: How will CyberFirst Essentials – Small Business losses be handled?

A: Travelers has expertise with cyber liability issues with a dedicated claim unit and the ability to provide specialized tort claim handling accessible to small commercial businesses with this coverage.

Q: Will Errors & Omissions coverage be included?

A: No. **CyberFirst Essentials – Small Business** does not include Errors & Omissions (E&O) coverage. This coverage is only available for **Technology Office PacSM** and **Technology Manufacturers Pac PlusSM** accounts. Please review the Underwriting Guidelines for additional details.



travelers.com

The Travelers Indemnity Company and its property casualty affiliates. One Tower Square, Hartford, CT 06183

This material does not amend, or otherwise affect, the provisions or coverages of any insurance policy or bond issued by Travelers. It is not a representation that coverage does or does not exist for any particular claim or loss under any such policy or bond. Coverage depends on the facts and circumstances involved in the claim or loss, all applicable policy or bond provisions, and any applicable law. Availability of coverage referenced in this document can depend on underwriting qualifications and state regulations.

© 2014 The Travelers Indemnity Company. All rights reserved. Travelers and the Travelers Umbrella logo are registered trademarks of The Travelers Indemnity Company in the U.S. and other countries. CX-2674 Rev. 1-14