



Errors & Omissions

Cyber Suite

Cyber and Security Coverage for Real Estate Agents

Computers, networks and electronic data are essential to how real estate agents do business. Reliance on digital tools brings serious cyber risks, like hacking and data breaches. Real estate agents are particularly enticing targets for cyber thieves because they maintain personally identifying information about their customers.

Now more than ever, getting comprehensive cyber protection in place is critical.

Benefits of Cyber Suite

- Cyber Suite is comprehensive coverage with multiple layers of insurance defense against the complex, ever-evolving cyber risks that real estate agents face every day.
- Coverage helps insureds respond to Payment Card Industry (PCI) Fines and Penalties, Misdirected Payment Fraud, and Computer Fraud.
- Insureds have access to experts who can help with recovering from cyber extortion and data breaches.
- Claims are managed by experienced and dedicated cyber claim specialists with industry knowledge.

Highlights of Coverage, Terms and Conditions

Cyber Suite includes nine available coverages to help real estate agents affected by data breaches and cyber attacks:

- **Data Compromise Response Expense Coverage** - designed to provide the resources to respond to a breach of personal information
- **Computer Attack Coverage** - designed to provide resources to respond to a computer attack
- **Cyber Extortion Coverage** - designed to respond to an extortion threat
- **Misdirected Payment Fraud** - designed to provide reimbursement for the amount fraudulently obtained from the insured as a result of a wrongful transfer event
- **Computer Fraud Coverage** - designed to provide reimbursement for the amount fraudulently obtained from the insured as a result of a computer fraud event
- **Data Compromise Liability Coverage** - designed to provide defense and settlement costs in the event of a suit related to a breach of personal information
- **Network Security Liability Coverage** - designed to provide defense and settlement costs in the event of a suit alleging that a system security failure on the part of the insured caused damage to a third party
- **Electronic Media Liability Coverage** - designed to provide defense and settlement costs in the event of a suit alleging that the insured infringed on a copyright or trademark, defamed a person or organization, or violated a person's right to privacy
- **Identity Recovery Coverage** - designed to provide owners of the insured business with case management service and financial resources to recover control of their identities after an identity theft

Risk Management

Access to eRiskHub®, a risk management portal designed to help real estate agents prepare and respond effectively to data breach and cyber attacks.

- Key features of the eRiskHub® portal include: an incident response plan roadmap, online training modules, risk management tools to manage data breaches, a directory for external resources, current articles from industry resources, best practices and white papers.

Limits of Liability and Deductibles

Limits:

Cyber Suite is subject to an aggregate limit. Limit options range from \$50,000 up to \$1,000,000. Sublimits for certain coverages also may apply.

Deductibles:

Cyber Suite deductibles range from \$1,000 up to \$10,000 per occurrence, depending on limit option selected.

We're Here to Help

Your clients count on you to keep them protected from today's risks and challenges. You can depend on us to keep them up to date with contemporary coverage and services and keep you a step ahead of the competition.

Contact your representative today for more information about Cyber Suite.

Claim Examples



Scenario 1

A burglar broke into a realtor's office and stole a computer with the records of 800 clients. The records included clients' personally identifying information. Clients were urged to contact their banks and place fraud alerts on their credit files.

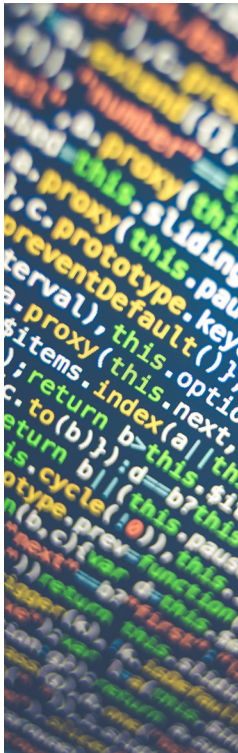
Total cost of notification and services: \$28,000



Scenario 2

While trying to balance the books, the realtor received a strange pop-up on her laptop. A ransomware virus locked the system until an extortion demand was paid. After consultation, with the insurance carrier, the insured decided to pay the demand of \$600 to unlock the system.

Total cost of extortion and system remediation: \$2,400



Scenario 3

Cyber criminals were able to breach a real estate agent's email account, accessing the personally identifying information of over 250 clients of the real estate firm where the agent was employed. Using the breached personally identifying information and access to the real estate agent's email account, the criminals crafted a fraudulent email instructing one of the firm's clients to send payment for a real estate purchase to a bank account controlled by the criminals. Relying on the email, the buyer made the payment. The email account hack and data breach were not discovered until the buyer reported that it had wired the necessary payment, and the firm realized it had no record of it. The firm was proactive in addressing the data breach, remediating its systems and notifying the defrauded buyer and all of the other affected individuals. But at the end of the day, the one client who paid the cyber criminals was still out their \$25,000 down payment, which they sued the real estate firm to collect.

Total cost of Data Compromise Response Expense, Data Compromise Defense and Liability, and Computer Attack: \$25,000



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