



# Protection from attacks in the internet

**Business processes are becoming increasingly digitized. Cloud solutions allow you to access data from anywhere.** Developments like this make daily working life easier – but at the same time raise the risk of encountering viruses and other malware. Cyber insurance protects you from the financial consequences of an attack on your IT.

## **When protection software is not enough**

Cyber crime is an increasing threat to companies: Fully automated attacks using viruses and trojans are becoming increasingly frequent. Firewalls and protection software are often slow to react to developments. If all your protection systems fail, cyber insurance protects you from the financial consequences.

## **Comprehensive protection for your company**

Cyber insurance from AXA protects companies with sales of up to CHF 200 million against the consequences of cyber attacks (own damage and liability claims).

## **Security for you and your customers**

Vulnerabilities in your IT environment can have far-reaching consequences for you and your customers.

If your data are rendered unusable through manipulation, AXA assumes the restoration costs.

AXA also covers any liability claims, for example, if online orders are lost due to an attack as a result of which your customers sustain losses.

## **Optional**

### **Freely selectable additional coverage for even more protection**

By taking out additional coverage under AXA's cyber insurance solution, companies enjoy protection that is optimized to their specific needs.

The insurance can include:

- **Manipulation of online banking or of the online payment system**  
Own damage and liability claims each after a manipulation of the website or the online payment system;
- **Phone hacking**  
Financial loss as a result of unauthorized use of the telephone system after a cyber event;
- **Social engineering (Human Hacking)**  
Own damage and liability claims each in connection with social engineering, whereby the policyholder or the insured person is influenced by a third party in a fraudulent manner in order to acquire, through money transfer, monetary assets that are in the ownership or possession of the policyholder (such as CEO fraud, fake president, etc.).

## Typical claims

### Data loss

The server at an advertising agency is infected with a computer virus in spite of being protected by the latest security systems. The malware erases or damages all the data. AXA assumes the costs of reinstalling the operating system and the programs as well as for the restoration of the secured data.

### Loss of sales

A specialist in outdoor clothing offers its goods on its own webshop. A Denial of Service (DoS) attack blocks the system, and the webshop is out of service for three days. AXA assumes the loss of earnings of several thousand francs.

### Claims for damages

A furniture trader operates a webshop. A hotel orders new furniture and receives a confirmation generated by the system. However, the order is lost at the furniture trader's due to a hacker attack. The hotel issues a complaint due to the non-delivery, cancels the order, and claims damages. AXA checks the claim for damages. It assesses a portion as unjustified, which it rejects, and it assumes the costs of the justified portion.

## Immediate help in case of a cyber event

A recognized cyber expert from oneconsult is available at +41 58 218 11 33 to offer you immediate help in case of a cyber event (24/7).



In case of a (suspected) cyber event, AXA assumes the costs of Oneconsult for initial emergency and crisis support on the phone in the form of

- expert assessment of the situation described;
- recommendation for immediate measures to restrict loss;
- recommendation for immediate measures to determine the cause;
- initial assessment of the measures already taken.

Regarding the cost of immediate help in an emergency, no deductible will apply, and the costs will not be set against the amount of insurance.

## Crisis management

If all protective measures fail and an insured event occurs, AXA assumes the costs for

- an expert to determine the vulnerabilities;
- advice to prevent a recurrence or similar event;
- the identification of affected persons and their notification in the event of data protection violations;
- a PR agency to help limit potential reputational damage.

## Official data protection proceedings

If, due to a data protection violation, an authority initiates criminal, supervisory or administrative proceedings, AXA assumes the resulting costs such as attorneys' fees, court costs, and fees for expert opinion under a special agreement.