

CYBER LIABILITY INSURANCE

Agent Product Guide

for small businesses



CYBER LIABILITY INSURANCE

This Cyber Liability Insurance (Cyber) product guide from ABA Insurance Services is a reference for the **professional and management liability product** we offer you and your business customers, featuring specialized coverage, superior claims and customer service, competitive rates, and easy-to-use agency technology.

The Cyber product is underwritten by **Great American E&S Insurance Company**, an A.M. Best “A+” rated company. Great American E&S Insurance Company is part of Great American Insurance Group, a leading provider of professional and management liability coverages. The cyber product is offered through Progressive’s ForAgentsOnly.com and independently through our proprietary platform, **ProCision**®. The product is serviced by **ABA Insurance Services**, a managing general agency with 30 years of professional and management liability experience. ABA Insurance Services was formerly known as Progressive’s Professional Liability Group.

Our Cyber product is the best choice for your customers

- **Ease of use**
Quote and bind through ForAgentsOnly.com (FAO) in just minutes.
- **Experience**
30 years of experience in professional and management liability.
- **Coverage Features**
Option to quote Social Engineering coverage and Full Prior Acts coverage. Coverage automatically includes both first-party out-of-pocket expenses and third-party liability losses including notification cost coverage and cybercrime.
- **Breach Response “Breach Coach”**
Great American’s incident response Expert, Vedder Price is available at no additional cost. Their services include assisting with crisis management, answering questions, and addressing your most complicated cyber concerns. They will also provide the necessary documentation in the event of a breach and assist with drafting breach notices.
- **Claims**
We offer a dedicated staff of in-house attorneys who specialize in professional and management liability claims.

Easy-to-Use Technology

Use FAO to easily quote and buy Cyber Liability Insurance for all your commercial customers. Benefits of FAO quoting include:

- Quote online in minutes—No submitting an application and waiting for a quote.
- Only a minimum of twelve questions need to be answered to generate a quote.
- Bind coverage on-line. Quotes are open for up to 60 days.

If you have any questions about our Cyber Liability program, please contact us at

800-274-5222 or smallbusiness@abais.com

Monday – Friday
8:00 am to 5:30 pm Eastern

***Thank you for choosing to sell
Cyber Insurance from ABA Insurance Services.***

CYBER LIABILITY INSURANCE PRODUCT GUIDE

PAGE	SUBJECT
3	Contact Information Phone Numbers
4	Frequently Asked Questions
5	Quoting Cyber Underwriting Overview FAO Quoting Information Needed
6	Coverages Cyber Liability
7	Business Type Guide
10	Coverage Options Social Engineering Full Prior Acts Coverage Separate Limits
11	Unacceptable Risks
12	Excess and Surplus Lines
13	Billing and Payment Information Billing Process Payment Due Dates Payment Instructions
14	Transaction Guidelines Binding Guidelines Mid-Term Change Requests Cancellation Requests
15	Services Claims Loss Prevention

ABA Insurance Services Inc. dba Cabins Insurance Services in CA, ABA Insurance Services of Kentucky Inc. in KY, and ABA Insurance Agency Inc. in MI. All coverage feature descriptions are summarized and provided for informational and educational purposes only and are not a representation as to coverage. Please refer to your actual policy for a full description of applicable terms, conditions, limits, exclusions and for details on the coverage provided by your specific contract of insurance. Coverage features and/or options may not be available to all accounts or in all states depending on state restrictions and/or underwriting considerations.

PRODUCT CONTACT INFORMATION

Online

Progressive's ForAgentsOnly.com (FAO)

- Quote and sell new policies using **ProCision**, ABA Insurance Services' platform
- Go to "New Business" > Click on "New Quote" > Select "State" > Select "EPLI, D&O, Misc. E&O"
- Select "Cyber" in the "I want to quote" dropdown
- View quotes and bound policies
- Access Product Guide
- Access marketing materials

Customer Service or Sales

Phone: 800-274-5222

Email: smallbusiness@abais.com

Monday - Friday, 8:00 a.m. – 5:30 p.m. Eastern

- Manage policy activity
- Payment information
- Agency production

Small Business Fax

800-456-6590

Correspondence Address

ABA Insurance Services

5910 Landerbrook Drive, Suite 100

Mayfield Heights, Ohio 44124

Technical Support

Phone: 800-274-5222

Email: smallbusiness@abais.com

FREQUENTLY ASKED QUESTIONS

What is Cyber Liability Insurance?

Cyber liability insurance provides protection for both first-party expense and third-party liability. Coverages are designed to mitigate losses from a variety of cyber incidents including social engineering, ransomware, fraudulent funds transfers, business interruption, data breach, network security, and multi-media liability.

Is the Cyber Liability policy non-admitted?

Yes. Being non-admitted allows us to be very flexible with coverage and pricing. Our quoting platform is designed to provide you with all the necessary documents. ABA Insurance Services handles all the filing requirements with each state.

Who is Great American Insurance Company (GAIC)?

Great American Insurance Company is a worldwide insurer and reinsurer and a leading provider of professional and management liability products, including Directors & Officers Liability (D&O), EPLI, E&O and Cyber Liability. The Cyber Liability product is non-admitted.

Who is ABA Insurance Services?

As a licensed managing general agency (MGA) and E&S broker in all 50 states, ABA Insurance Services is the program administrator of professional and management liability lines available through Progressive's ForAgentsOnly.com (FAO). Our flagship product is EPLI for small businesses. The company was formed in 2010 after operating as a business unit of Progressive for nearly 25 years.

What is ProCision?

ProCision is ABA Insurance Services' state of the art and proprietary quoting platform. ABA Insurance Services was one of the first organizations to begin quoting and binding professional and management liability policies online. Since 2006, we have fine-tuned prior platforms and incorporated best practices to develop our innovative *ProCision* platform.

Why quote Cyber Liability from ABA Insurance Services?

With the ability to generate a quote through ForAgentsOnly.com in minutes with few application questions, you can provide a bindable Cyber quote to all your business customers. You can present an affordable quote that comes with services that are especially valuable to your customer.

What do I need contractually to write Cyber from ABA Insurance Services?

After binding your first cyber policy, you will be provided with Producer Agreement from ABA Insurance Services, which will need to be signed and returned along with a copy of your Agents' Errors & Omissions declarations page.

Can I use ForAgentsOnly.com (FAO) to quote and service policies?

You can use FAO to quickly and easily quote and bind a policy; however, you or your customer will need to call ABA Insurance Services at 800-274-5222 for policy service or to report a claim.

How are Cyber claims handled?

Claims are managed by ABA Insurance Services' experienced staff of claims attorneys. As our policy is a duty-to-defend form, we have retained the services of Vedder Price, one of the nation's leading cyber litigation firms. Notice of claims or inquiries should be submitted directly to:

Blaine Kimrey, Vedder Price, 222 North LaSalle Street, Chicago IL, 60601, bkimrey@vedderprice.com

How do I quote Cyber Liability in FAO?

Log in to FAO. Go to New Business > New Quote > State > EPLI, D&O, Misc. E&O.

To access an existing quote, go to New Business > Existing Quote and follow the EPLI, D&O, Misc. E&O link at the bottom of the page.

Both will send you directly to ABA Insurance Services' *ProCision* home page, where you can access existing quotes, policies or start a new quote.

If you are quoting Cyber for the first time, you may be required to set your preferences to include the product. Your ForAgentsOnly.com administrator password will be required.

What if I do not see EPLI, D&O, Misc. E&O in the FAO navigation menus?

Please contact us at 800-274-5222 or smallbusiness@abais.com.

QUOTING CYBER LIABILITY

Underwriting Overview

We use the following as part of the criteria for determining Cyber Liability rates. **These rating factors are necessary to receive a quote:**

- **Description of operations**
We take into consideration the type of business or operation of the organization.
- **Total revenue**
An important factor we use to determine rate is the total revenue of the business. The basis for exposure is the amount of dollars that are flowing through a company.
- **Records stored or transactions processed**
Almost equally important to revenue is the number of records, including credit cards, that a company stores. How often a company engages in electronic transactions will also be used in determining the rate.
- **Online presence**
A company that sells a portion or all of its products or services online will have greater exposure to cyber threats than a company that transacts its business exclusively through brick and mortar.
- **Past history**
Past cyber litigation, cyber incidents or threats of litigation from customers, employees, vendors, or malicious outside parties within the last 3 years is used to determine rates.

Application Process

After completing the quoting process online, you can easily generate a completed but unsigned application. You'll need to have the application signed by the insured within five days of binding.

Quoting without FAO

If you are not a Progressive appointed agent and do not have access to FAO, please contact ABA Insurance Services at 800-274-5222 or smallbusiness@abais.com for assistance.

COVERAGES

Cyber Liability insurance provides protection for both first-party expense and third-party liability. Coverages are designed to mitigate losses from a variety of cyber incidents including social engineering, ransomware, fraudulent funds transfers, business interruption, data breach, network security, and multi-media liability.

The policy is a Claims Made form subject to an aggregate Limit of Liability for the Policy Period. There is a single limit for a Data Compromise which includes a Data Breach, Data Extortion threat (ransomware), Data Asset Damage, Cyber Crime (social engineering or electronic fraudulent funds transfer), PCI Compliance violations, or Network Disruption sustained by the company. All other claims are subject to a separate limit that may be a part of, or in addition to, the Data Compromise limit.

The cyber policy is a “duty to defend” policy, which means that Great American Insurance Company has an obligation to provide a defense for a reported claim. We’ve partnered with Vedder Price, a leading cyber litigation firm, to serve as defense counsel in the event of a claim. In addition, Vedder Price provides cyber services and resources (see details under “Services” in this Agent Product Guide). Vedder Price has offices in major cities across the country.

Important Exclusions Include

- Claims made prior to the inception of the policy.
- Claims for bodily injury and physical damage.
- Claims arising from any type of employment matter.
- Claims for contractual liability.
- Claims for chargebacks of payment card transactions.

Aggregate Limit Options Available

- \$ 2,000,000
- \$ 1,000,000
- \$ 500,000
- \$ 250,000

Per Claim Retention Options Available

Minimum retention will apply under certain underwriting scenarios

- \$ 10,000
- \$ 5,000
- \$ 2,500
- \$ 1,000

BUSINESS TYPE GUIDE

A key piece of information used in the rating of risks is the type of business. Be sure to choose the most appropriate business type in order to accurately rate your customer. ***Please refer to the Unacceptable Risks section of this Product Guide for exceptions.*** The list of business categories and sub types in FAO is intuitive and easy to use; however, ***please contact us at 800-274-5222 or smallbusiness@abais.com for help categorizing unusual business types.***

Automotive

Business earns income by selling new and used motor vehicles, furnishing automotive and repair services, or automotive rental leasing services to the general public. Examples include:

- Auto Customization
- Auto Dealerships
- Auto Repair/Garage
- Car Washes
- Driving Schools
- Gas Stations
- Rental Car Agencies
- RV/Boat/Motorcycle Dealerships
- Tire Stores
- Towing
- Truck Dealerships

Business to Business

Businesses primarily engaged in rendering services to business establishments on a contract or fee basis. Examples include:

- Alternative Energy (No Nuclear)
- Chambers of Commerce
- Consultants
- Engineers
- Environmental Issues
- Farms (Crop)
- Farms (Livestock)
- Fisheries
- Forestry Services
- Heavy Construction
- Petroleum and Natural Gas Wholesalers
- Printing and Related Support Activities
- Security Systems Services
- Staffing Firms
- Tool Rental
- Trade Associations
- Wholesalers

Community

Establishments engaged in providing a wide variety of services to individuals in a specific community. Examples include:

- Cemeteries
- Churches
- Civil Rights/Social Action
- Colleges & Universities/With Medical Facilities
- Funeral Homes
- Public Safety, Relief, Emergency

Contractors

Business earns income by providing repair, improvement, installation or maintenance services at residential and commercial locations. Examples include:

- Carpentry
- Concrete Work
- Construction
- Electricians
- Excavator
- Glass and Glazing
- Heating/Cooling
- Landscaping
- Nurseries and Greenhouses
- Painters
- Pest Control
- Plumbing
- Pools, Spas and Saunas
- Residential Homebuilders
- Roofing
- Tree Service
- Utilities
- Waste Management

Education

Businesses primarily engaged in providing a wide variety of educational courses and services. Examples include:

- Colleges
- Dance Schools
- Day Care Centers
- Drivers Education
- Martial Arts
- Preschools
- Schools
- Tutoring

Entertainment

Businesses engaged in providing amusement or entertainment services, or engaged in the retail sale of alcoholic drinks, such as beer, ale, wine, and liquor, for consumption on the premises. Examples include:

- Amusement Parks
- Bars/Taverns
- Bowling Lanes
- Country Clubs
- Golf and Tennis Clubs
- Marinas
- Movie Theaters
- Museums/Art Galleries
- Night Clubs
- Party Rental
- Private Social Clubs
- Talent Agencies

Food and Dining

Business earns income by selling food for consumption on the premises or for home preparation and consumption. Examples include:

- Bakeries
- Banquet Rooms
- Beverage Stores
- Catering
- Convenience Stores
- Grocery Stores
- Ice Cream/Yogurt Shops
- Restaurants

Health and Medicine

Establishments engaged in furnishing medical, surgical, and other health services to persons. Examples include:

- Counseling Centers
- Doctor/Dentist Offices
- Drug Rehabilitation Facilities
- Health and Allied Services
- Hospitals
- Medical/Dental Laboratories
- Nursing Homes
- Specialty Outpatient Facilities

Legal, Financial and Insurance

Establishments engaged primarily in the fields of finance and insurance. Examples include:

- Accounting Firms
- Bookkeeping and Billing
- Grant Making/
Foundations/Trusts
- Insurance Agents
- Insurance Companies (P&C)
- Law Firms
- Pension Plan/Benefit Trusts

Manufacturing

Establishments engaged in the mass production of products. Examples include:

- Chemical Products
- Concrete and Glass Products
- Electrical Equipment
Manufacturing
- Electronics
- Fabricated Metal Products
- Food Products
- Furniture and Fixtures
- Industrial and Commercial
Machinery
- Leather Products
- Lumber and Wood Products
- Manufacturing Not Otherwise
Classified
- Medical/Advanced Devices
- Paper Mills
- Petroleum Refining
- Primary Metal Industries
- Printing and Publishing
- Rubber/Plastic Products
- Textile Mills
- Tobacco Products
- Transportation Equipment

Mining

Establishments engaged in the extraction of minerals and other preparation customarily done at the mine site. Examples include:

- Coal Mining
- Metal Mining
- Mining Not Otherwise Classified

Personal Care

Establishments engaged in providing personal services to individuals. Examples include:

- Barbers
- Beauty Salons
- Day Spas
- Fitness Centers
- Manicurists/Pedicurists
- Tanning Salons

Professional Services

Businesses engaged in rendering services to business establishments and some residential customers on a contract or fee basis. Examples include:

- Administrative and Support Services
- Advertising Firms
- Animal Services
- Architects
- Communications
- Computer and Electronic Product Manufacturing
- Computer Service/Repair
- Consultants
- E-Commerce
- Day Spas
- Fitness Centers
- Engineers
- Janitorial/Cleaning Services
- Laundry Services
- Miscellaneous Professional, Scientific, and Technical Services
- Movers
- News and Media
- Photographers
- Printing/Publishing
- Private Ambulance
- Manicurists/Pedicurists
- Tanning Salons
- Radio and Television Broadcasting
- Scientific Research and Development Services
- Security Guards
- Self Storage
- Specialized Design Services
- Tailors
- Temporary Agencies
- Testing Facilities
- Veterinary Clinics

Real Estate

Establishments engaged in real estate operations. Examples include:

- Home Builders
- Home/Condo Associations
- Property Management
- Real Estate Agents

Retail Shopping

Business earns income by selling goods in small quantities to the public and rendering services incidental to the sale of the goods. Examples include:

- Antiques/Collectables
- Apparel
- Appliance Stores
- Auto Parts Stores
- Book Stores
- Drug Store/Pharmacies
- Electronics Stores
- Florists
- Gift Shops
- Hardware Stores
- Hobby Shops
- Home Furnishings
- Lumber Stores
- Medical Supply
- Music Stores
- Optical Retail
- Paint Stores
- Party Rental
- Pet Stores
- Retail Not Otherwise Classified
- Sporting Goods
- Toy Stores
- Video - Rental and Retail

Transportation

Business earns income by **transporting** raw materials, goods or equipment. Examples include:

- Moving Companies
- Shipping
- Trucking

Travel/Transportation

Businesses engaged in services incidental to passenger transportation and travel. Examples include:

- Airports
- Aviation/Airlines
- Hotels (No Gaming)
- Limousines and Shuttles
- Mass Transit
- School Buses
- Taxi Services
- Travel Agents

COVERAGE OPTIONS

Social Engineering

Available as an optional coverage, Social Engineering extends coverage to the company for loss associated with a malicious party manipulating an insured to release information or provide access to the company computer systems. Risks that engage in high dollar or very frequent electronic transactions are typically not eligible for Social Engineering coverage. Coverage for Social Engineering is typically sub-limited to \$50,000 or \$250,000.

Claims Experience

Risks with 1 or more claims or notices of facts or circumstances in the past 3 years will be subject to review.

Full Prior Acts Coverage

Coverage for wrongful acts occurring prior to the policy inception date is available. If Full Prior Acts coverage is purchased, there is no restriction as to when the wrongful act takes place, provided that the claim based on the wrongful act is within the scope of coverage and is made against the insured during the policy year.

Separate Limits

Separate limits for first-party expenses and third-party liability are available as an option for additional premium. Additionally, coverage for notification costs are in addition to the first party limit of liability.

UNACCEPTABLE RISKS

The following are unacceptable risks and may not be bound.

Business Categories

- Adult Entertainment
- Aerospace/Defense
- Alternative Energy – nuclear
- Banks*
- Casinos
- Commercial Instruments
- Computer Systems Design and Related Services
- Courier Services
- Credit Operations
- Data Processing, Hosting and Related Services
- Fishing, Hunting and Trapping – w/gun clubs
- Funds, Trusts, And Other Financial Vehicles
- Government Contractor-Defense
- Governments/Municipalities
- Hotels – with Gaming
- Insurance Companies – L&H
- Insurance TPAs
- Internet Content Providers
- Internet Service Providers
- Mortgage Companies
- Motion Picture and Sound Recording Industries
- Private Households
- Scientific Technology/R&D
- Software Publishers
- Stock Brokers/SEC Firms
- Tax Preparation
- Telecommunications
- Title Companies
- Venture Capital Firms
- Warehousing and Storage - data/servers/IT

**Cyber Insurance for banks is separately available through ABA Insurance Services' bank program. Call 800-274-5222 for details or visit abais.com/banks.*

Company Size

Risks with greater than \$10 million in revenue cannot be quoted through FAO. However, we will consider submissions with greater than \$10 million in revenue through referral. You will need to send a completed application to ABA Insurance Services at smallbusiness@abais.com or by calling 800-274-5222.

EXCESS AND SURPLUS LINES

What is Excess and Surplus lines?

Excess and Surplus lines (E&S) is a segment of the insurance market where insurance carriers are not required to file their insurance program (forms and rates) with the individual departments of insurance. These programs are also called “non-admitted.” Carriers have more flexibility in designing coverage and offering rates to their end customers. Newer coverages where the carrier has not had the opportunity to aggregate material data are typically written on a non-admitted basis. Cyber liability coverage being offered is a non-admitted program.

Why is the coverage being offered on Non-Admitted basis?

Coverage that is typically harder to place or has only been available for a short time are typically non-admitted. The reasons vary, but typically a risk is written on a non-admitted basis when it's a:

- (1) non-standard risk, which has unusual underwriting characteristics;
- (2) unique risk for which an admitted carrier does not offer a filed policy form or rate; and/or
- (3) capacity risks where an insured seeks a higher level of coverage than most insurers are willing to provide.

Cyber liability typically falls in the first and second category where standard markets have not yet obtained enough data to comfortably file rates and coverage.

E&S Licensing

All wholesale brokers are required to have an E&S license in the state where they are selling a non-admitted program through a retail agent. The retail agent is not required to have a special E&S license as long as they are using a licensed wholesale broker.

E&S Diligence Effort

The retail agent will typically be asked to complete a diligence effort form or disclosure form depending on the state. This requirement is mandated by the individual departments of insurance. The forms are necessary to ensure that all parties are aware that coverage is being written on a non-admitted basis and that an effort was made to secure coverage in the standard market.

E&S Taxes and Fees

The licensed E&S wholesale broker is required to collect E&S taxes, surcharges and/or fees depending on the state requirement. These fees are in addition to the premium quoted for a particular risk and are broken out separately in the quote. The licensed E&S wholesale broker is required to remit all taxes, surcharges and/or fees to the appropriate state regulatory body. The retail agent does not have any interaction with these regulatory bodies as this is the duty of the licensed E&S wholesale broker.

Stamping Office and Language

In some states, there are individual “Stamping” offices that manage the E&S requirements and licensing for that state or in some cases a group of states. These offices are a type of association that stand between the consumer and the regulatory insurance departments. The focus of a stamping office is to facilitate compliance with the state insurance laws and regulations and to add a level of efficiency to the collection of taxes, surcharges and fees. In states where there is no stamping office, the department of insurance will typically fill the role.

BILLING AND PAYMENT INFORMATION

ABA Insurance Services will bill your customers directly or your agency. At the time of purchasing coverage, the agent is prompted to select a billing option. Invoices are sent within 2 business days of binding, with a copy provided to the agent if direct billing is chosen. Customers have 20 business days to pay in full. If payment is not received by that date, we will send a cancellation notice and notify you.

Payment Methods

- **Online**

A link to our online payment system will be emailed along with the invoice. The online payment system can also be accessed through *ProCision*.

- **By Phone**

To make a payment by phone, call 800-274-5222 and ask for Anne Humphreys.

- **Check or Money Order**

We accept checks and money orders. Do not retain commission. Any checks received by you should be forwarded to the address below. Please make sure to include the policy number with any correspondence. Customers can submit their payment to:

ABA Insurance Services
5910 Landerbrook Drive, Suite 100
Mayfield Heights, Ohio 44124

Payments made to other addresses may result in a delay in processing.

- **Outside Premium Finance Company**

We will accept outside premium financing provided we receive a signed copy of the finance agreement, including the power of attorney, and the premium finance company draft for the entire policy premium. The agent is responsible for any earned premium if the finance company stops payment on the draft because of improper handling by the agent or non-sufficient funds.

Commission payment will be remitted on a monthly basis and payment will be made only for paid-in-full policies.

At present, extended billing options are not available for Cyber Insurance policies.

TRANSACTION GUIDELINES

General Binding Guidelines

Below are guidelines for any type of transaction, whether new business, endorsement or cancellation. No agent may bind risks, limits or coverages outside the guidelines stated in this guide or on ForAgentsOnly.com.

- Appropriate signatures must be obtained when binding coverage.
- Competitor applications may be accepted for rating purposes only. A Great American Insurance Company application must be completed for each new account.
- You may not backdate coverage.
- You may not permit a broker, subproducer or solicitor to bind Great American Insurance Company on any risk.
- You may not bind coverage except through ForAgentsOnly.com or by obtaining a binder letter from us. Some risks you submit on ForAgentsOnly.com will be referred for underwriting approval prior to providing a quote. ForAgentsOnly.com will indicate when underwriting approval is needed.
- Requests made by mail must be postmarked within 3 business days of binding coverage.
- Include your 5-digit agency code on all faxed, emailed or mailed correspondence.

Mid-Term Change Requests

Requests for endorsement changes or modifications can be made as follows:

- Call us at 800-274-5222
- Email to smallbusiness@abais.com
- Fax request to 800-456-6590

Please make sure to include the name of the insured and policy number in all correspondence.

Please contact ABA Insurance Services for all matters relating to Great American Insurance Company Cyber Insurance. Please use these numbers for your Cyber Insurance endorsement and other requests to avoid a possible delay in service.

Cancellation Requests

To request cancellation, please contact us at 800-274-5222 or smallbusiness@abais.com after obtaining the request from the insured.

Customer's Request	The policy's cancel effective date may not be earlier than the date of the phone call or the date of the postmark of the request.	Calculate pro rata of 90% of total policy premium
Company's Request	We will provide the required notice of cancellation.	Calculate pro rata
Nonpayment of Premium	Nonpayment cancel requests from outside premium finance companies will be honored if we have received a copy of the outside premium finance agreement, including power of attorney.	Calculate pro rata

We will provide cancel notices to the first named insured on the policy. Upon request, we will also provide cancel notices to outside premium finance companies. We do not send notices to parties other than as described above.

Acquired Business

If you acquire a Great American Insurance Company policy, either through an agent of record change or through the transfer or purchase of another agency's book of business, you must immediately obtain, from the prior agent or agency, all original signed applications and all other records relating to that policy. Such records must be maintained in accordance with the terms of your ABA Insurance Services Producer's Agreement and all applicable laws. If attempts to obtain records from the prior agency prove unsuccessful, then you must obtain signed forms directly from the policy holder.

SERVICES

Claims

Consistent with our mission to provide excellent claims service, ABA Insurance Services has its own staff of attorneys experienced in professional and management liability claims. As our policy is a duty-to-defend form, we have retained the services of Vedder Price, one of the nation's leading cyber litigation firms. Notice of claims or inquiries should be submitted directly to:

Blaine Kimrey
Vedder Price
222 North LaSalle Street
Chicago IL, 60601
bkimrey@vedderprice.com

Cyber Loss Control and Services from Vedder Price

Customers insured through Great American E&S Insurance Company have access to a suite of loss control tools that are included with every policy at **no additional charge**:

- **CyberScout**

CyberScout is a web-based resource center providing information on best cyber practices, state by state regulatory requirements, and data breach response templates. The educational material can help you reduce the likelihood of becoming a victim of cybercrime and help you respond quickly in case you do.

- **SecurityScorecard**

All insureds can request a SecurityScorecard that rates your security environment by using key clues on your website. The report covers ten different security areas and provides action items to help improve your security profile.

- **24/7 Incident Response Hotline**

The Incident Response Hotline is available 24 hours a day, 7 days a week. In the event of an actual or suspected breach, Vedder Price's Privacy, CyberSecurity & Media team will expertly guide you through the event from start to finish. The team will coordinate the incident response including:

- Forensic investigations
- Law enforcement communications
- Media communications
- Breach victim notifications
- Breach victim credit monitoring and identity theft services

Who is Vedder Price?

Vedder Price is a national law firm with extensive experience in managing cybercrime response and litigation for a broad range of privacy, data security, media, technology and other cyber related issues.

Should I contact Vedder Price to give notice of a Cyber claim?

Yes. A call to Vedder Price constitutes notice of claim under the Great American Cyber policy. Vedder will initiate the claims process with a claims adjuster.