

# PERSONAL CYBER PROTECTION

## Frequently Asked Questions



### What is Personal Cyber Protection?

Personal Cyber Protection is a unique, innovative coverage that can protect anyone who operates a computing or connected home device, stores information electronically and accesses data online.

### Why is Personal Cyber Protection important?

Modern life is full of cyber risks and many homeowners don't realize this until it's too late. Whether it's for their computer, mobile device, or connected home technology, homeowners need the right protection for the exposures that come with modern connected life.

**What types of coverage are available with this endorsement?** There are four types of coverage included under the Personal Cyber Protection Endorsement:

- **Cyber Attack** - Pays to recover data and restore systems that have been lost or damaged due to a Cyber Attack involving a computing or connected home device.
- **Cyber Extortion** - Provides payments and professional assistance in responding to Cyber Extortion demands based on a credible threat to damage, disable, deny access to or disseminate content from devices, systems or data.
- **Online Fraud** - Covers online fraud that results in a direct financial loss to the policyholder.
- **Data Breach** - Notifies and pays for services to affected individuals in the event that third-party private personal data entrusted to a household resident is breached.

### What are the coverage options?

There are two coverage options available: \$25,000 and \$50,000. Depending on the limit purchased, this is maximum amount to be paid for all loss, damage or expense arising during any one policy period under this endorsement.

### What forms are eligible?

All forms, except Course of Construction, are eligible for this coverage.

### How is the premium for Personal Cyber Coverage calculated?

Personal Cyber Coverage is a flat premium for each of the two coverage limit options. \$45 annual premium for \$25,000 coverage, and \$60 annual premium for \$50,000 coverage.

### How much coverage is necessary?

It's recommended that policyholders who operate a home business, or store personally identifying information should purchase the \$50,000 limit to ensure they are appropriately covered in the event of a cyber loss.

### Can Personal Cyber coverage be added/deleted/amended mid term?

Effective January 1st, 2018 Personal Cyber coverage can be added to most policies. *Please refer to broker bulletin for your Province.* Coverage limits cannot be increased from \$25,000 to \$50,000 mid term.

### Is there a deductible?

Yes, a \$500 deductible applies for losses under Personal Cyber Protection per occurrence to all coverages under this endorsement.

### What happens if Identity Theft Coverage -and- Credit and Debit Cards, Forgery endorsements are on a policy as well?

While this endorsement offers coverage for Cyber Attack, Cyber Extortion, Online Fraud, & Data Breach if you have Identity theft coverage currently on your policy, the better coverage will apply. *Some loss situations involving Identity Theft may not be cyber related, meaning Identity theft coverage may need to be maintained.*

### What happens in the event of a loss?

Any losses incurred under Personal Cyber Protection (Cyber Attack, Cyber Extortion, Online Fraud or Data Breach) must be reported to Wawanesa Insurance no more than 60 days after the date it's first discovered. If a loss is not reported within 60 days of being discovered coverage may be denied.

### Does a claim count against a policyholder in the event of a loss?

No, a claim made against this coverage is non-chargeable. This means the policyholder will retain a claims free discount/factor if they incur a loss paid against this coverage. However, if other types of property losses occur consecutively, the claims free discount/factor will be lost.

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# PERSONAL CYBER PROTECTION

## Frequently Asked Questions (continued)



### What happens if a policyholder has more than one loss under Personal Cyber Protection?

If a policyholder has two paid claims under Personal Cyber Protection within a five-year period, the deductible will be increased from \$500 to \$2,000 at the subsequent renewal. In the event of a third claim within a five-year period, coverage will not be renewed or offered. Personal Cyber claims will be considered separately for insurability purposes as they are nonchargeable.

### Is a policyholder eligible if they have had a property claim in the past five years?

In order to be eligible for this coverage initially, there may be no more than one property claims within the past five years. Two property claims within a five year period render the risk ineligible to purchase this coverage at the onset.

### When the coverage is purchased, does it protect all personal dwellings?

This coverage applies to each risk individually. It must be purchased separately for each risk location and is available on all form types.

### Should this coverage be extended to all personal property, such as rented dwellings and seasonal homes?

It's advantageous to purchase this coverage for all personal property risk types, whether owner or tenant occupied. With the evolution of connected home devices, all risk types are susceptible to cyber losses. Home equipment such as connected thermostats or automated appliances can be open for attack in either owner-occupied homes or rental dwellings.

### If a personal device such as a smart phone or tablet is damaged due to a cyber-attack, is it covered?

Yes, if the loss is due to a cyber-attack, Personal Cyber Protection provides replacement of the damaged device, as well as the costs to recover lost or breached data.

### What if a home daycare or home-based business is operated out of the home?

If a home daycare is operated out of the home, the policyholder may have an exposure to data breach of children's information. Like a home operating a daycare, anybody operating a home-based business could be exposed to a data breach of client's personal information. Personal Cyber Protection addresses this risk and offers the additional protection required to offer peace of mind.

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**NOTE:** The definition of an "Insured" has not changed for the purpose of the Personal Cyber Protection endorsement. The same individuals considered "Insureds" defined in "Your Personal Insurance Policy" and "Your Farm Insurance Policy" continue to enjoy the same benefits as the "Named Insured".



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