Product: Technology Error & Omissions

Manufacturer Information

Product information

Technology Error & Omissions coverage is sold to companies that provide technology services and/or products for a fee. This can range from web application development, software-as-a-service, cloud storage, network build and management, and any other technology service. The coverage is for liability and defence costs following a claim against our insured, alleging breach of contract or breach of professional duty.

Professional Indemnity or Error and Omissions coverage is a standard purchase for a company providing professional services. Technology E&O is part of the broader PI market that specifically sells insurance to Technology companies.

Target market

The Technology Errors & Omissions product is designed for commercial entities that provide technology services for a fee. This includes, but is not limited to, businesses engaged in software development, software-as-a-service (SaaS), cloud storage, network infrastructure management, and other technology-related services. The product offers coverage for liability and defence costs arising from claims alleging breach of contract or professional duty, with additional protections such as media liability, bodily injury or property damage resulting from technology services, and standard cyber coverage.

Intended Customer Types:

- Micro Enterprises
- Small Businesses
- Mid and Large Commercial Entities

Geographic Scope:

- EEA
- Australia / New Zealand
- Rest of World (excluding UK and jurisdictions where Lloyd's is unlicensed)

Suitability Criteria:

- Customers must be commercial entities providing technology services for a fee.
- The product is suitable for entities seeking professional indemnity-style coverage tailored to the technology sector.
- The product is not suitable for individuals or entities without a fee-based technology service offering.

Types of customer for whom the product would be unsuitable

The Technology Errors & Omissions product is not appropriate for the following customer types and scenarios:

1. Individuals - The product is designed exclusively for commercial entities. It does not provide suitable coverage for individuals.
2. Technology Companies Not Providing Services for a Fee - The product is intended for businesses that offer technology services on a commercial basis. Entities that do not charge for their services, such as open-source developers or internal IT departments, fall outside the intended scope.
3. UK-Domiciled Risks or Policyholders - The product is not currently approved for distribution to policyholders domiciled in the United Kingdom.
4. Entities Located in Jurisdictions Where Lloyd's Is Not Licensed - Distribution of the product is restricted to territories where Lloyd's is authorised to operate. Any entity located in a jurisdiction where Lloyd's lacks licensing or regulatory approval is excluded from the target market.
5. Customers with No Exposure to Technology-Related Liability Risks - Businesses whose operations do not involve technology services or digital infrastructure are unlikely to benefit from the coverage offered and may not find the product relevant to their risk profile.

Any notable exclusions or circumstances where the product will not respond

Conditions:

- Written notification of a claim to be made to insurers as soon as practicable
- Do everything that is reasonably practicable to preserve evidence and aid investigation of a claim
- Do everything reasonably possible to assist in the reduction or mitigation of the impact of income loss or financial loss
- Provide all necessary information to insurers to enable assessment of the claim and potential payment
- Defence costs and legal advice costs must be approved by insurers in writing before they can be incurred. Consent will not be unreasonably withheld.
- Must maintain IT security practices and procedures to a standard equal or better than you had in place at the time this policy commenced.

Exclusions include but not limited to:

- Circumstances known or discovered prior to the policy period
- War exclusion (as per Lloyd's mandate)
- Patent infringement (unless IP extension purchased)
- Natural perils
- Infrastructure Failure exclusion

Limits of Liability:

- Stated in the schedule.

Other information which may be relevant to distributors

This product is permitted for sale with up to 4 distributors in the chain e.g.

- Lloyd's Broker;
- A delegated authority arrangement with a coverholder
- Wholesale broker;
- Retail/ producing broker.

No further distributors in the chain are permitted without TMKS' approval. Any such approval will include consideration of their impact on product value.

This product can be sold as advised or non-advised sales in line with FCA regulations or local regulations if the distributor is not regulated by the FCA.

All distributors are expected to fully understand the eligibility criteria, covers and exclusions of the product.

Sales journeys must identify customer eligibility and ensure that key information and choices to be made are presented to customers in a way that supports a customer through the process of understanding core cover and configuring optional elements of insurance to suit their specific demands and needs.

This product can be sold face to face, via telephone, via online system or electronic communication or a mix of these methods, as long as customers are provided with sufficient information to make an informed decision regarding the suitability of the product.

Where Distributor 1 sells this Product via multiple other distributors (via sub-delegation or sub-broking), it is their responsibility to ensure all distributors have been provided this document, have reviewed it and understand the content. If there is any additional remuneration, including commissions, fees or other 'non-standard' remuneration charged to the customer by other distributors, it is the responsibility of Distributor 1 to inform TMK of these details accurately and in full.

Commission & Fees

If there is a coverholder in the chain, they are expected to ensure that maximum commission rates do not exceed those stipulated within the Binding Authority Agreement.

The coverholder is expected to maintain oversight of all broker commissions (where applicable) and, where there may be a risk to product value, remedial action should be taken immediately including notification to Tokio Marine Kiln.

Brokers are reminded of their own regulatory obligations in relation to remuneration under PROD 4.3.6 as well as the requirements to make all necessary disclosures to the customer.

Where there are any fees charged by any member of the distribution chain these should be:

- commensurate with the service provided by the distribution.
- not have an adverse impact on customer value; and
- distributor should ensure that TMKS is made aware of the fee amount and/ or method of calculation.

How value is assessed

Value is assessed based on a number of metrics, including underwriting, claims and complaints information as well as through broker and coverholder engagement.

Remuneration paid as set out in our agreements with distributors has been considered as part of the product review.

If additional add-ons (including premium finance) are sold alongside this product or additional remuneration is charged, this may affect the value for the customer.

Further information on our product approval processes can be obtained on request.

Date Product Review completed	October 2025
Expected date of next assessment	March 2026