

Product: Technology Error & Omissions

Manufacturer Information
Product information
<p>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.</p> <p>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.</p>
Target market
<p>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.</p>
Types of customer for whom the product would be unsuitable
<p>This product would not be suitable for;</p> <ul style="list-style-type: none">- a technology company that does not provide services and/or products for a fee.- UK domiciled/risk locations or in territories where Lloyd's is not licensed.- individuals.
Any notable exclusions or circumstances where the product will not respond
<p>Conditions:</p> <ul style="list-style-type: none">• 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	September 2024
Expected date of next assessment	September 2024