



▶ *Hanover Technology Advantage*

## I'm covered, right?

With The Hanover, you can be covered right! The unexpected can happen at any time, anywhere. These claims scenarios are a good reminder that being prepared with coverage that goes beyond the norm is always the best policy. Hanover Technology Advantage gives you the kind of comprehensive coverages and exceptional claims service that allow you to enjoy peace of mind while you continue to build your business.

### Lost Data Coverage — I'm covered, right?

Your Information Technology employee installs a software upgrade for your customer, but fails to properly back up the data. After a successful installation, your company's tech realizes the data associated with the application has been deleted. Unfortunately, your client had not backed up data for a few days.

Needless to say, your customer is not happy and your company is billed for recreating the data. Your claim is denied by your general liability carrier because loss or damage to software and data is excluded from your policy and now you have to deal with this issue, on your own.

#### **The Hanover Solution**

Loss, corruption or destruction of data arising from your product or your work is covered by all of our Technology Professional Advantage products. With The Hanover... You can be covered right!

## No Bodily Injury or Property Damage Exclusion— I'm covered, right?

A recreational vessel runs aground, causing both bodily injury and property damage. It is alleged that the software developed by your company malfunctioned, and caused a navigational buoy not to emit a proper signal.

Unfortunately, your general liability policy excludes coverage for bodily injury, property damage, and personal and advertising injury arising from software or programming. In addition, bodily injury and property damage are specifically excluded from your professional liability policy.

You are left to defend a claim that could reach seven figures; leaving your company feeling like it is between a rock and a hard place.

### The Hanover Solution

We are experts in understanding the risks your technology company faces, and we do not exclude professional services on our general liability policies for tech risks, closing a gap in coverage for many technology companies since Technology E&O policies typically don't cover Bodily Injury and Property Damage. With The Hanover... You can be covered right!

## Electronic Components Manufacturers— I'm covered, right?

Your company manufactures components for a large computer manufacturer. Despite rigorous quality control by both entities, a problem with the computers is discovered after thousands of products have been sold. The root cause of the problem is determined to be the components that your company manufactured.

The computer manufacturer seeks payment to replace faulty components, and alleges additional financial injury from damage to their reputation, as evidenced by lost sales.

Unfortunately, your product liability coverage will not respond to this claim because there is no allegation of bodily injury or property damage. This leaves you wanting to recall your carrier.

### The Hanover Solution

The Hanover provides professional liability coverage not just to software developers and programmers, but also electronics manufacturers and telecommunication service providers. We do this because as technology continues to evolve, businesses have evolving exposures. With The Hanover... You can be covered right!

## Breach of Warranties and Representations Coverage— I'm covered, right?

As a telecommunication service provider, your company takes pride in the reliability of your network and advertises 99.9% uptime. A serious network outage is caused by faulty switching software. Unable to connect with your customers for several hours, customers allege hundreds of thousands of dollars in lost sales.

Your company's professional liability carrier denies coverage for the claim based on the "breach of warranties and representations" exclusion. Coverage surprises like this can cause lots of disruptions.

### The Hanover Solution

All of our Technology Professional Advantage forms automatically include an express grant of coverage for breach of warranties and representations—critical for most technology-based businesses. With The Hanover... You can be covered right!

## No Security Exclusion— I'm covered, right?

Your Company is hired to fix a website security hole. After your IT consultant fixes the issue, he forgets to restore the firewall, exposing customer data and transactions.

Your client sues to recover costs associated with notifying its customers potentially affected by the data breach.

However, your Errors & Omission policy has a "security exclusion," which is common among many carriers, and the claim is not covered. That is one big omission in your coverage.

### **The Hanover Solution**

Security is a big risk for today's technology companies, and all of The Hanover's Technology Professional Advantage forms automatically provide coverage for information security. With The Hanover... You can be covered right!

## Enhanced Copyright Infringement Coverage— I'm covered, right?

A packaged software developer alleges that your system integrator's customization of their product violates your license agreement and constitutes copyright infringement.

Your firm's professional liability copyright coverage does not extend to infringement of computer code. And subsequently, your claim is not covered by the carrier. You feel a high level of infringement.

### **The Hanover Solution**

Our Technology Professional Advantage Plus automatically includes coverage for copyright infringement of software code, and it is an option available on our other Technology Professional products. With The Hanover... You can be covered right!

## Recall Coverage— I'm covered, right?

A faulty circuit board has a remote but real potential of causing a fire and as a result, you have to recall your products from the market.

Several of your customers file a claim alleging financial injury resulting from the inability to use the product while it is being replaced. The claim is submitted to both your general liability and professional liability carriers. Neither one of them accepts coverage.

Your general liability carrier cites an impaired property exclusion and your professional liability carrier points to a total recall exclusion in the policy.

### **The Hanover Solution**

Our General Liability Enhancement Endorsement for the Technology industry automatically includes \$25,000 per Occurrence for product recall expense. In addition, all of Hanover's Technology Professional Liability policies include coverage for third party loss of use arising from a recall or withdrawal of your products or your work. With The Hanover... You can be covered right!



## Connect to total peace of mind

It's an ever-changing, increasingly risky and litigious world out there. Even if you do everything right, things may still go wrong. Whether it's a fire, an auto accident, or a customer complaint, it's important to choose the right insurance partners to help you protect your business. Contact your local Hanover Agent to learn more about our technology insurance solutions.



### Why The Hanover?

The Hanover is a leading property and casualty insurance company dedicated to achieving world-class performance. Our commitment is to deliver the products, services, and technology offered by the best national companies with the responsiveness, market focus, and local decision making of the best regional companies. This powerful combination has been a proven success since our founding in 1852, and all insurance company subsidiaries are rated "A" (Excellent) by A. M. Best Company.

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