

Policy Wordings – CYBER SECURITY INSURANCE

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CYBER SECURITY INSURANCE

What to Do in Case of an Incident

If you are faced with or suspect a **Cyber Event**, please contact the **Incident Coordinator** immediately by calling the Hotline mentioned in ITEM 7 of the Schedule. It is essential to contact the **Incident Coordinator** as soon as practicably possible in order to reduce any potential or actual **Loss**.

Once contacted through the Hotline, the **Incident Coordinator** will recommend and coordinate any necessary immediate and further response to contain or avoid any **Cyber Event** and minimise **Loss** and will also guide you through the next steps of substantiating incidents and **Losses**.

Please find a complete description of the Reporting process and duties and the **Incident Coordinator's** intervention in 0-Reporting and Handling of Incidents and Claims.

What is Covered (Standard Coverage)

The **Insurer** shall pay to or on behalf of the **Insured** the following **Losses** (per type of **Cyber Event**) resulting directly and exclusively from a **Cyber Event**, provided that such **Cyber Event** is first **Discovered** and **Reported** during the **Policy Period** and subject to any Sub-limit stated in ITEM 4 of the Schedule.

CYBER EVENTS	INSURED LOSSES - First Party directly paid or incurred by the Insured	INSURED LOSSES - Liability arising from a Claim or Investigation targeting the Insured
Data Breach	<ul style="list-style-type: none"> ● Emergency Response Costs ● Event Management Costs ● Notification Costs ● Monitoring Costs ● Recovery Costs 	<ul style="list-style-type: none"> ● Damages ● Regulatory Fines and Penalties ● Defence Costs ● Investigation Costs
Cyber Attack	<ul style="list-style-type: none"> ● Emergency Response Costs ● Event Management Costs ● Diverted Funds ● Recovery Costs 	<ul style="list-style-type: none"> ● Damages ● Defence Costs ● Investigation Costs
Human Error	<ul style="list-style-type: none"> ● Emergency Response Costs ● Event Management Costs ● Recovery Costs 	<ul style="list-style-type: none"> ● Damages ● Defence Costs ● Investigation Costs

Insured's Systems Disruption	<ul style="list-style-type: none"> • BI Loss 	<ul style="list-style-type: none"> • N/A
PCI Non-compliance	<ul style="list-style-type: none"> • Emergency Response Costs • Event Management Costs 	<ul style="list-style-type: none"> • Damages • PCI Penalties • Defence Costs • Investigation Costs
Electronic Media Claim	<ul style="list-style-type: none"> • Emergency Response Costs • Event Management Costs 	<ul style="list-style-type: none"> • Damages • Defence Costs
E-threat	<ul style="list-style-type: none"> • E-threat Response Costs 	<ul style="list-style-type: none"> • Damages • Defence Costs

What Else is Covered (Extensions)

Please note:

- (i) Any **Cyber Event** added by Extension is only covered to the extent it is first **Discovered** and **Reported** during the **Policy Period** (save for the application of Extension 3.2 Extended Trigger Period);
- (ii) Any **Loss** added by Extension is covered only to the extent it results directly and exclusively from the **Cyber Event** referred to or added by the same Extension;
- (iii) Some extended covers below are subject to a sub-limit. Please refer to ITEM 4 of the Schedule for Automatic Extensions and ITEM 10 of the Schedule for Optional Extensions.

Automatic Extensions

Cover hereunder is automatically extended as follows:

3.1 NEW SUBSIDIARIES

Any **Subsidiary** first created or acquired by the **Insured** during the **Policy Period** shall be included automatically as an **Insured Entity** from the effective date of its acquisition or creation provided that:

- (a) the number of Personal Identifiable Information (PII), Protected Health Information (PHI) and debit or credit card information records controlled or processed by such **Subsidiary** does not exceed 25% of the number of PII, PHI and credit or debit card information records controlled and processed by the **Insured**, whether as a whole or per type of information record, and
- (b) it does not derive more than 25% of its overall revenue from operations and activities in the United States of America / Canada, its territories and possessions, and
- (c) its business activities are included within the business activities of one or more **Insured Entities** existing at the date of its acquisition or creation.

Any other newly acquired or created **Subsidiary** shall only be included as an **Insured Entity** if specifically endorsed hereto in writing and any additional premium and/or amendment of cover terms requested by the **Insurer** has been agreed within ninety (90) days from the effective date of its creation or acquisition.

3.2 EXTENDED TRIGGER PERIOD

If any cover under this Policy is neither renewed nor replaced upon expiry, and to the extent it has not been cancelled due to any reason, the time limit for **Discovery** and **Reporting** is extended up to ninety (90) days from the Expiry Date of the **Policy Period** (Extended Trigger Period), but solely in respect of **Cyber Events** actually occurring, or alleged or suggested in a **Claim** or **Investigation**, during the **Policy Period**.

An Extended Trigger Period shall not be afforded in case of a **Change in Control**, except if the latter occurs less than ninety (90) days before the Expiry Date of the **Policy Period**. The Extended Trigger Period shall then start from the effective date of the **Change in Control** and cover shall apply solely in respect of **Cyber Events** which actually or allegedly occurred before such date.

For the purposes of this Extension only, the **Reporting** timeframe under 7.1A(ii) is extended up to the expiry of the Extended Trigger Period, with a thirty (30) days' extra notice period where it has not been practically possible to Report within the Extended Trigger Period

3.3 MITIGATION COSTS

Loss is extended to include any **Mitigation Costs** arising from **Circumstances first Discovered** during the **Policy Period**.

Optional Extensions

Cover under the following Extensions is afforded solely to the extent marked as Covered in ITEM 10 of the Schedule.

3.4 CONTINGENT BI LOSS

- (a) **Cyber Events** are extended to include **Outsourced Systems Disruptions**, and
- (b) **Loss** is extended to include **BI Loss** arising directly and exclusively from an **Outsourced Systems Disruption**.

BI Loss resulting from an **Outsourced Systems Disruption** caused or contributed to by any negligent act, error or omission of a **Cloud Provider** or any employee or service provider of such **Cloud Provider** is subject to the sub-limit stated in ITEM 4 of the Schedule, except to the extent of any **Data Breach** resulting from such **Outsourced Systems Disruption**.

3.5 OUTAGE BI LOSS

- (a) **Insured's Systems Disruption** is extended to include the unavoidable interruption, unavailability or disruption, in whole or in part, of the **Insured's Systems** as the sole and direct result of the outage of any power supply device or system owned and operated only by the **Insured Entity**, and
- (b) **Loss** is extended to include **BI Loss** arising directly and exclusively from an **Insured's Systems Disruption** as defined in (a) above.

3.6 POST-ATTACK REVAMP ADVICE COSTS

Loss is extended to include any **Revamp Advice Costs** arising from a covered **Cyber Attack**.

3.7 NETWORK USAGE FRAUD

The **Insurer** shall indemnify the **Insured Entity** for any portion of extra charges that any information technology, internet or telephony provider of the **Insured Entity** has refused to write off at the **Insured Entity's** verifiable request, and sustained as a direct result of the unauthorised use of:

- (a) the **Insured's Systems**, or
- (b) Any telephone systems operated and administered by the **Insured Entity** for its business.

For the purposes of this Extension, such extra charges shall be considered **Loss** hereunder.

3.8 GOODWILL GESTURES

The **Insurer** shall indemnify the **Insured Entity** for any **Goodwill Gestures**, which shall be considered **Loss** hereunder for the purposes of this Extension.

3.9 PCI NON-COMPLIANCE ADDITIONAL COSTS

Loss is extended to include the following costs, expenses and losses sustained by the **Insured Entity** resulting directly and exclusively from a **PCI Non-compliance**:

- (a) the cost of any investigation or audit carried out by or on behalf of credit or debit card scheme members or card issuers that the **Insured Entity** is legally liable to pay;
- (b) the reasonable and necessary IT and legal expenses paid by the **Insured Entity** to co-operate with such an investigation or audit, excluding the remuneration of any employee of the **Insured Entity**, the cost of their time and any other costs or overheads of the **Insured Entity**; and
- (c) any costs, expenses, liabilities or losses incurred by a card scheme member for the management of the **PCI Non-compliance** that the **Insured Entity** is legally liable to reimburse to such card scheme member under a merchant services agreement.

Definitions

Terms in **bold print** as used in this Policy shall have the following meaning:

4.1 BI Loss	Losses suffered and costs incurred by the Insured Entity during the indemnity period stated in ITEM 6 of the Schedule directly and exclusively as a result of an Insured's Systems Disruption or an Outsourced Systems Disruption (if covered); such losses and costs to be calculated and substantiated in accordance with 7.3BI Loss Valuation.
4.2 Change in Control	Any of the following in respect of the Insured : <ul style="list-style-type: none"> (a) the merger with or consolidation into any other entity; or (b) any person or company other than an Insured Entity acting alone or in concert: <ul style="list-style-type: none"> (i) acquiring ownership or control or assuming control pursuant to a written agreement with other shareholders of more than 50% of the voting rights in the Insured and/or more than 50% of the outstanding shares representing the present right to vote for the election of the board of directors of the Insured and/or assuming the right to appoint or remove the majority of the board of directors of the Insured; or (ii) acquiring ownership of all or the majority of the assets of the Insured; or (c) the appointment of a receiver, administrator, or liquidator, or the equivalent in any jurisdiction.
4.3 Circumstance	Any fact, matter or circumstance which would cause a reasonable person to believe that a Cyber Event may have occurred or will occur. Circumstances shall not include any Cyber Event which has been Discovered . All Circumstances resulting from one same originating cause will be deemed to be one single Circumstance and to have first been Discovered at the time of the earliest Discovery .
4.4 Claim	<ul style="list-style-type: none"> (a) Any written request or demand made to the Insured by or on behalf of a Third Party seeking monetary or non-monetary relief; (b) Any criminal proceedings against the Insured, or (c) Any regulatory proceedings commenced against the Insured by a competent regulatory body with specific authority in respect of data protection laws and regulations, <p>arising directly and exclusively of a Cyber Event for which the Insured is alleged to be responsible.</p>
4.5 Cloud Provider	A Service Provider providing hosted computer application services to the Insured Entity or processing, maintaining, hosting or storing the Insured Entity's electronic data and disclosed to and agreed by the Insurer in writing

Toll Free: 1-800-103-5499; SMS "claim" to 56161

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Corporate Identification Number (CIN) U74899DL2000PLC107621, IRDA Reg. No. 106

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4.6 Cyber Attack

The fraudulent, malicious or dishonest:

- (a) causing or use of a **Security Breach**, or
- (b) disruption or overload of the **Insured's Systems**

by a **Third Party** for any purpose.

Cyber Attack shall not include any **Human Error**.

4.7 Cyber Event

(a) Any of the events listed under [0 – What Is Covered](#), whether actual or alleged or suggested in a **Claim** or **Investigation**, and

(b) Any event added as **Cyber Event** under [0 – Extensions](#).

All **Cyber Events** resulting from one same originating cause will be deemed to be one single **Cyber Event** and to have first been **Discovered** at the time of the earliest **Discovery**.

4.8 Damages

The amount of final judgments, arbitral awards or settlement agreements (to the extent entered into with the **Insurer's** prior written consent), that the **Insured** is legally obliged to pay as a result of a **Claim**.

Damages shall not include:

- (i) any fines or penalties,
- (ii) any taxes,
- (iii) any non-compensatory damages,
- (iv) the loss, offset or return of any remuneration or profit of the **Insured** or the cost of re-performing any services of the **Insured**,
- (v) the costs of carrying out any non-monetary relief, or

any sums payable by reason of the payment by the **Insured** of any amounts in breach of relevant terrorism laws.

4.9 Data Breach

Any of the following if actually or allegedly committed or permitted by an **Insured Entity** or any other entity holding or processing **Protected Data** on behalf of the **Insured Entity**:

- (a) The inadvertent loss, destruction or alteration of, or
- (b) The unauthorised disclosure or dissemination of or access to,

Protected Data lawfully collected and held by or on behalf of the **Insured Entity**, including due to the negligent (but not reckless or deliberate) loss of documents, hardware or any other media containing access or security information.

4.10 Defence Costs

The reasonable and necessary professional costs incurred by the **Insured** with the **Insurer's** prior written consent (which shall not be unreasonably withheld or delayed) to defend, investigate and settle any **Claim**, including the reasonable premiums (but not the collateral) for any appeal bond, attachment bond or similar bond for any civil proceeding.

Defence Costs shall not include any overheads costs or the salary of any employee, director or officer of the **Insured** or any person or entity for whose acts the **Insured** is alleged to be legally liable.

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4.11 Discovery / Discovered

The time when a **Responsible Person**, not implicated in any deliberate **Cyber Event**, first becomes aware of:

- (i) a **Cyber Event**,
 - (ii) a **Claim** or **Investigation** alleging or anticipating a **Cyber Event**,
- whichever awareness occurs first, or
- (iii) a **Circumstance**,

regardless of whether the knowledge of such **Responsible Person** is sufficient at such time to prove that such **Cyber Event** or **Circumstance** is covered under this Policy and to which extent.

4.12 Diverted Funds

The amount of funds transferred from the **Insured Entity**'s bank accounts to a **Third Party** not entitled to receive such funds as a direct result of:

- (a) a **Cyber Attack**, or
- (b) the **Insured Entity** or any of its employees, directors or officers, having relied in the ordinary course of business on electronic data or instructions fraudulently impaired, input, modified, prepared or initiated using a **Cyber Attack**, except to the extent:
 - (i) such transfer was intended as or for a loan, extension of credit or similar transaction,
 - (ii) the data or instructions relied upon purported to represent physical documents, or
 - (iii) at the time of the transfer of funds, the person authorising or proceeding with it did not strictly follow applicable written procedures for funds transfer, or no such written procedures were in place or their application was not monitored at the **Insured Entity**.

Diverted Funds shall not include any lost funds, the transfer of which was permitted, contributed or facilitated in any way by phishing or by any instructions made over the telephone or otherwise made by voice.

4.13 Electronic Media Claim

Any **Claim** made against the **Insured Entity** by a **Third Party** arising directly and exclusively from:

- (a) libel, slander or any other reputational damage, or
- (b) breach of any intellectual property right, right of publicity or privacy right,

alleged to have resulted from the content of, or deep-linking or framing within, a public webpage or e-mailing designed and / or sent for the business of the **Insured Entity**.

Electronic Media Claims shall not include any **Claim** based upon, arising from or attributable to any actual or alleged act of discrimination on any grounds.

4.14 Emergency Response Costs

All fees and costs of the **Legal Response Team**, the **IT Response Team** and the **PR Response Team** for services provided to the **Insured Entity**, as recommended and coordinated by the **Incident Coordinator**, within 72 hours from **Reporting** of a **Cyber Event** or **Circumstance**, to:

- (a) substantiate the existence, cause and extent of a **Cyber Event**; and
- (b) contain the immediate spreading or consequences of such **Cyber**

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Event.

4.15 E-threat

A verifiable threat made specifically to the **InsuredEntity** by any means (including ransomware) to commit a **Cyber Attack**, or not to put an end to an existing **Cyber Attack** unless certain conditions (including payments) are met.

4.16 E-threat Response Costs

The following amounts incurred or paid by the **InsuredEntity** for the investigation, resolution or mitigation of the consequences of an **E-threat**, to the extent previously recommended and approved by the **Incident Coordinator**:

- (a) the reasonable and necessary fees and expenses of the **Legal Response Team, IT Response Team, PR Response Team** and any extortion specialist,
- (b) any legally insurable payment to the **E-threat** perpetrator, and
- (c) any payments to an informant for information not otherwise available.

4.17 Event Management Costs

All of the following costs incurred by the **InsuredEntity** after the **Reporting** of an actual **Cyber Event**:

- (a) **Forensic Costs**, which means the reasonable and necessary fees, costs and expenses of the **IT Response Team** in:
 - (i) substantiating the existence, cause and origin of the **Cyber Event** (including, where applicable, the perpetrator), to the extent the incurring **Emergency Response Costs** has not allowed for the ascertainment of the foregoing,
 - (ii) assessing to what extent the **Cyber Event** has compromised, lost or damaged **Protected Data** or the **Insured's Systems**, and
 - (iii) containing any actual or anticipated compromise or loss of, or damage to, **Protected Data** or the **Insured's Systems** caused by the **Cyber Event**, including by giving advice on the preservation or restoration of any exposed electronic data, the removal of malwares from the **Insured's Systems** and the resolution of a denial of service attack,

but excluding any **Revamp Advice Costs**.

- (b) **Legal Costs**, which means the reasonable and necessary fees, costs and expenses of the **Legal Response Team** in:
 - (i) providing preliminary advice to the **Insured Entity** on the possible legal consequences of the **Cyber Event**, and how to address or mitigate such consequences, including, in respect of a **Data Breach**, the necessity to notify victims or regulators or to offer monitoring services; and
 - (ii) preparing any required notifications to victims of a **Data Breach** or to any competent regulatory authorities in respect of the **Cyber Event**

, but excluding any **Defence Costs** or **Investigation Costs**.

- (c) **PR Costs**, which means the reasonable and necessary fees, costs and expenses of the **PR Response Team**, incurred by the **Insured Entity** upon recommendation of and with the prior written consent of the **Incident Coordinator**, to advise on and manage campaigns of public

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	relation actions to limit the reputational consequences for the Insured Entity of a Cyber Event that is being or threatened to be publicised in any media.
4.18 Goodwill Gesture	<p>The reasonable amount of any goodwill or commercial gestures including coupons, discounts or payments, consented by the Insured Entity to any victim of a Data Breach that the Insured has notified to such victim, to mitigate the adverse reputational impact of the same for the Insured Entity and effectively redeemed or cashed within twelve (12) months of receipt of such gesture by the victim.</p> <p>Goodwill Gestures shall not include any Notification Costs or Monitoring Costs.</p>
4.19 Human Error	A Security Breach inadvertently caused or contributed by negligent acts or errors in the active maintenance, operation, programming or update of the Insured's Systems by or on behalf of the Insured Entity .
4.20 Incident Coordinator	As stated in ITEM 7 of the Schedule.
4.21 Insured	<p>(a) Any Insured Entity, and</p> <p>(b) Any Responsible Person, solely in respect of Claims or Investigations directed towards them in their capacity as such and solely for "Liability" Insured Losses as listed under <u>0 – What is Covered</u></p>
4.22 Insured Entity	<p>The Insured or any of its Subsidiaries:</p> <p>(a) existing on or before the inception of the Policy Period, or</p> <p>(b) included as a Subsidiary during the Policy Period pursuant to 3.1 New Subsidiaries.</p>
4.23 Insured's Systems	Any computer systems including hardware, software and electronic data used or contained therein (but excluding any telephone systems) operated and administered by the Insured Entity for its business.
4.24 Insured's Systems Disruption	<p>The unavoidable interruption, unavailability or disruption, in whole or in part, of the Insured's Systems as the sole and direct result of:</p> <p>(a) a Cyber Attack,</p> <p>(b) Human Error, or</p> <p>(c) a systems shutdown ordered by a competent civil authority or recommended by the IT Response Team in response to a Cyber Attack.</p>
4.25 Insurer	IFFCO Tokio General Insurance Company Limited as named in ITEM 16 of the Schedule, having its registered office at 'IFFCO Sadan', C – 1, District Centre, Saket, New Delhi – 110017 and having Corporate office at IFFCO Tower, Plot # 3, Sector – 29, Gurugram – 122201, Haryana.

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<p>4.26 Investigation</p>	<p>Any official hearing of, or official request for information made specifically to, the Insured, by any competent regulatory body in respect of any actual or potential Cyber Event before any Claim is made in connection thereto.</p> <p>Investigations shall not include any routine or sector-wide inquiry or investigation.</p>
<p>4.27 Investigation Costs</p>	<p>The reasonable and necessary fees and costs of the Legal Response Team incurred by the Insured with the Insurer's prior written consent (which shall not be unreasonably withheld or delayed) for its representation at or response to an Investigation.</p>
<p>4.28 IT Response Team</p>	<p>(a) Any of the persons or entities named in ITEM 8 of the Schedule, or</p> <p>(b) any other independent information technologies experts instructed by the Insured Entity with the Insurer's prior written consent.</p>
<p>4.29 Legal Response Team</p>	<p>(a) Any of the persons or entities named in ITEM 7 of the Schedule, or</p> <p>(b) any other independent law firm instructed by the Insured Entity with the Insurer's prior written consent.</p>
<p>4.30 Loss</p>	<p>Any of the heads of covers listed as "Insured Losses" under 0 - What Is Covered, plus those included as Loss by Extension.</p>
<p>4.31 Mitigation Costs</p>	<p>All reasonable:</p> <p>(a) Third Party professional fees, costs and expenses (other than Emergency Response Costs, Defence Costs or Investigation Costs) paid by an Insured Entity, and</p> <p>(b) payments (or part thereof) made by an Insured Entity to identified Third Parties,</p> <p>exclusively to avoid or mitigate the consequences of a Circumstance reported in accordance with 7.1.A How and When to Report, solely to the extent that:</p> <p>(i) the Insured Entity has obtained the written consent of the Insurer prior to incurring such sums, and</p> <p>(ii) Mitigation Costs shall not exceed the amount of covered Loss that the Insured establishes to the reasonable satisfaction of the Insurer would, but for the payment of Mitigation Costs, result or have resulted from such Circumstance.</p> <p>Mitigation Costs do not include Goodwill Gestures.</p>
<p>4.32 Monitoring Costs</p>	<p>The reasonable costs of:</p> <p>(a) professional credit and identity theft monitoring services, and</p> <p>(b) the setting up and operation of external call centre services, or the extension of existing call centre services of the Insured Entity,</p> <p>for the benefit of any natural person victim of a Data Breach and incurred by the Insured Entity for a period of up to twelve (12) months from Reporting of such Data Breach.</p>

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	<p>Monitoring Costs shall only be covered hereunder to the extent that the Legal Response Team has, prior to the incurring of such costs:</p> <ul style="list-style-type: none"> (i) advised that both the notification and monitoring costs services are required or shall mitigate Loss in respect of such natural person, and (ii) included an offer for such services in any notification sent to victims of the Data Breach.
4.33 Notification Costs	<p>The reasonable and necessary costs incurred by the Insured to notify:</p> <ul style="list-style-type: none"> (a) any victim of a Data Breach, and (b) any competent regulatory body in respect of a Data Breach, <p>to comply with applicable laws and regulations, or to mitigate any potential Loss, in respect of such Data Breach. Notification Costs shall be deemed necessary to the extent that notification is expressly requested or advised as necessary by the Legal Response Team, the Incident Coordinator or a competent regulatory body.</p>
4.34 Outsourced Systems	<p>Any computer systems including hardware, software and electronic data used or contained therein (but excluding any telephone systems) operated and maintained by a Service Provider on behalf and for the business of the Insured Entity.</p>
4.35 Outsourced Systems Disruption	<p>The unavoidable interruption, unavailability or disruption, in whole or in part, of Outsourced Systems, however caused.</p>
4.36 PCI Non-compliance	<p>Any actual or alleged non-compliance of the Insured Entity with the Payment Card Industry Data Security Standards</p>
4.37 PCI Penalties	<p>The amount of any penalties that the Insured Entity is legally liable to pay or reimburse to a payment card scheme member as the sole and direct result of a PCI Non-compliance.</p>
4.38 Policy Period	<p>The period stated in ITEM 3 of the Schedule.</p>
4.39 Insured	<p>The entity named in ITEM 2 of the Schedule.</p>
4.40 Protected Data	<ul style="list-style-type: none"> (a) In respect of any natural person, any information relating to such person that allows identification of her or him directly or indirectly, in particular by reference to an identification number or to one or more factors specific to his or her physical, physiological, mental, economic, cultural or social identity, or (b) In respect of any business or professional, any information of any kind not known or readily ascertainable by proper means by others, the holding and secrecy of which brings economic value or competitive advantage to such business or professional.
4.41 PR Response Team	<ul style="list-style-type: none"> (a) Any of the persons or entities named in ITEM 9 of the Schedule, or

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	(b) any other independent public relation consultants instructed by the Insured Entity with the Insurer's prior written consent.
4.42 Recovery Costs	The reasonable and necessary fees and costs of the IT Response Team in restoring or recollecting any part or contents of the Insured's Systems (however excluding any re-purchasing of the foregoing) impaired, lost or destroyed as a direct result of a Cyber Attack or Human Error to its state immediately before such Cyber Event (or the available technical equivalent).
4.43 Regulatory Fines and Penalties	Any legally insurable civil or administrative fines or penalties awarded against the Insured as a result of a Claim by a regulatory body based upon a Data Breach .
4.44 Reporting / Reported	The reporting of a Cyber Event or Circumstance in accordance with 7.1 Notice.
4.45 Responsible Person	Any Director or Officer, Risk Manager, Head of Audit or Legal, IT department manager or officer, or any equivalent positions, of the Insured Entity .
4.46 Revamp Advice Costs	The fees, costs and expenses incurred by the Insured Entity with the Insurer's prior written consent (not to be unreasonably withheld or delayed) for Third Party information technology professionals to advise on the correction, upgrade, replacement, re-sizing or re-design of any part or contents of the Insured's Systems strictly necessary to durably remediate and prevent the repetition of any Security Breach evidenced by a covered Cyber Attack . Revamp Advice Costs shall not include the purchase, installation or commissioning costs of any hardware or software.
4.47 Security Breach	The unauthorised access to, the impairment or destruction of data or programs within, or the input of unauthorised data or codes into, the Insured's Systems by any person by any means and for any purpose.
4.48 Service Provider	Any independent Third Party providing information technology services to the Insured Entity in accordance with a written contract with such Insured Entity .
4.49 Single Event	One or a series of Circumstances and / or Cyber Events having the same originating cause or source. A Single Event shall be deemed Discovered at the time of the earliest Discovery of a Circumstance or Cyber Event of such series.
4.50 Subsidiary	Any legal entity within which and during such time that the Insured , either directly or through one or more Subsidiaries : (a) owns more than 50% of the issued and outstanding shares; or (b) controls more than 50% of the voting rights; or (c) controls the right to vote for the election or removal of the majority

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Corporate Identification Number (CIN) U74899DL2000PLC107621, IRDA Reg. No. 106

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of the board of directors.

For the avoidance of doubt, cover shall be afforded hereunder only in respect of **Cyber Events** at any such entity if it is first **Discovered** during the time the entity qualified as a **Subsidiary** as defined above.

4.51 Third Party

Any person or corporate entity other than an **Insured Entity** or a **Responsible Person**.

Extent of Cover (Trigger, Amount, Duration, Consent)

Coverage under this Policy is subject to limitations in terms of:

- when a **Cyber Event** or **Circumstance** is first **Discovered** – see 5.1
- amount of **Loss** covered – see 5.2
- for some **Losses**, duration of cover– see 5.3
- the **Insurer**'s consent for consultants' costs – see 5.4

5.1 POLICY TRIGGER AND ATTACHMENT

- A. This Policy covers only **Cyber Events** and **Circumstances** which are first **Discovered** (whether directly or as indicated, alleged or suggested in a **Claim** or **Investigation**) and **Reported** in the **Policy Period**.
- B. All **Cyber Events, Circumstances, Claims** and / or **Investigations** shall be deemed together as a **Single Event**, which shall be deemed first **Discovered** at the time of earlier **Discovery** and shall be applied only one Deductible amount if covered under this Policy.

5.2 AMOUNT

A. Total Maximum – Aggregate Limit of Liability

The maximum aggregate liability of the **Insurer** under this Policy in respect of all **Cyber Events, Losses** and **Insured** shall be the Aggregate Limit of Liability stated in **ITEM 4** of the Schedule.

No provision hereunder or recovery made by the **Insurer** shall have the effect of increasing such aggregate limit, except to the extent of the extra limit under Extension 3.7 Preventive Consulting Services, if purchased.

B. Sub-Limited Covers

For those **Losses** subject to sub-limits as stated in **ITEM 4** and **ITEM 6** of the Schedule, the maximum liability of the **Insurer** shall be the indicated sub-limit, regardless of the number of **Losses** and **Circumstances** and regardless of the numbers of **Insured's** claiming under this Policy. When the sub-limit applicable to a type of **Loss** is exhausted, no further **Loss** of the same type shall be payable hereunder.

Save where otherwise stated in the Schedule, sub-limits are aggregate for the whole **Policy Period** and Extended Trigger Period and are included in and not in addition to the Aggregate Limit of Liability stated in **ITEM 4** of the Schedule.

C. Deductibles

For each **Single Event** the **Insurer** shall only pay the amount of **Loss** exceeding the Deductible stated in **ITEM 6** of the Schedule, except in respect of **Emergency Response Costs, BI Loss,**

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Monitoring Costs and costsPayment of the foregoing exempted **Losses** shall not erode any applicable Deductible.

5.3 DURATION – COVERS LIMITED IN TIME

- A. **BI Loss** is covered only during the Indemnity Period stated in **ITEM 6** of the Schedule, the duration of which may differ for **Outsourced Systems Disruptions** or BI Loss covered under 3.5 Outage BI Loss.
- B. **Monitoring Costs** and **Emergency Response Costs** are covered only up to the period stated in the relevant Definitions.
- C. Subject always to trigger provisions under 0 - What Is Covered and 5.1 Policy Trigger and Attachment, no other **Loss** shall be limited in duration under this Policy, except as otherwise provided by endorsement.

5.4 INSURER CONSENT AND CONSULTANT COSTS

A. Agreed Consultants

To the extent the **Legal Response Team**, **IT Response Team** or **PRResponse Team** retained by the **Insured** in respect of a **Cyber Event** are those named in the Schedule:

- (i) their instruction for such **Cyber Event** shall not be subject to the **Insurer's** prior written consent, and
- (ii) their fees and costs shall be assumed to be reasonable and necessary.

B. Free Choice Consultants

If the **Insured** chooses to instruct a **Legal Response Team**, **IT Response Team** or **PRResponse Team** that is not named in the Schedule:

- (i) the instruction and incurring of costs of such consultant shall be subject to the **Insurer's** prior written consent to be eligible for cover hereunder, however
- (ii) in respect of **Emergency Response Costs**, the prior written consent of the Insurer shall not be required but costs must be recommended and monitored by the **Incident Coordinator**.

Please note: Prior written consent herein shall be required for each individual **Cyber Event**, even where a series of **Cyber Events** is considered a **Single Event** because they share the same original cause or source.

What is Not Covered (Exclusions)

The **Insurer** shall not be liable to make any payment hereunder in respect of any portion of any **Cyber Event**, **Circumstance** or **Loss** caused or contributed to by:

6.1 KNOWN MATTERS

any **Single Event** first **Discovered** before the inception of the **Policy Period**.

6.2 DELIBERATE OR RECKLESS CONDUCT

any dishonest, fraudulent, criminal, malicious or reckless act or omission committed by or with the solicitation, inducement, knowledge, condoning or other form of support or conscious tolerance of, any person who was a **Responsible Person** of the **Insured** at the time of such act or omission.

This Exclusion shall not apply to **Defence Costs** unless such wrongdoing is established by final adjudication or written admission of the **Insured** or a **Responsible Person**.

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For the purposes of this Exclusion, the conduct of an **Insured** shall not be imputed to any other **Insured**, save for that of **Responsible Persons** of the **Insured**, which shall be imputed to all **Insureds**.

6.3 CONTRIBUTED LOSS

the **Insured** failing in whole or in part to implement any reasonable recommendation or instruction made by the **Legal Response Team**, the **PR Response Team**, the **IT Response Team** (whether in response to a **Cyber Event** or recommended by underwriters or insurers' representatives) or the **Incident Coordinator**.

6.4 UNDERSIZED SECURITY

any failure to:

- (a) update the **Insured's Systems** security at the earliest possibility in respect of any identified or publicised vulnerability in the **Insured's Systems** whose exploitation could:
 - (i) allow code execution without user interaction, including self-propagation of malware, or browsing to a web page or opening email without warnings or prompts, or
 - (ii) result in compromise of the confidentiality, integrity, or availability of user data, or of the integrity or availability of processing resources, or
- (b) proceed with at least one weekly full backup and one daily incremental backup of all **Insured's Systems** databases.

This Exclusion shall not apply to any covered **Revamp Advice Costs**.

6.5 BETTERMENT

any enhancement or upgrade of the **Insured's Systems** to a level beyond the state existing immediately prior to the **Cyber Event**, except to the extent that the relevant hardware or software is no longer available.

6.6 INFRASTRUCTURE FAILURE

any electrical, mechanical, software telecommunications, satellite or internet failure and / or interruption, including but not limited to surge, current, voltage or energy spike, brownout or blackout, outages to gas, water, telephone, cable or telecommunications, except:

- (a) in respect of Extension 3.4 Contingent BI Loss (if applicable), to the extent that such failure originates directly from covered **Outsourced Systems**, or
- (b) in respect of Extension 3.5 Outage BI Loss (if applicable), to the extent that such failure originates directly from the power supply owned and operated by the **Insured**.

6.7 ASSUMED LIABILITY

any liability contractually assumed by the **Insured**, whether directly or by waiver or limitation of rights against third parties, that exceeds the ultimate liability (taking into account recourse actions) that would attach in the absence of such contractual assumption, except to the extent of covered **PCI Penalties**.

6.8 INSOLVENCY

the insolvency, bankruptcy, liquidation, administration or receivership of an **Insured** or any **Service Provider** operating and administering **Outsourced Systems**.

6.9 TOXIC HAZARD

the direct or indirect emission, discharge, release, scattering or presence of any:

- (a) solid, liquid or gaseous substance, waste, particle or matter, whether organic, mineral or other, or
- (b) odour, noise, vibrations, temperature variation or turbulence, waves or radiations of any kind,

contaminating or otherwise affecting air quality, the atmosphere, water quality, soils or subsoils, fauna, flora, human health or exceeding applicable statutory limits.

6.10 INADEQUATE GOODS OR SERVICES OR UNDUE REMUNERATION

- (a) any **Claim** alleging an act, error or omission in the provision of or failure to provide professional services or advice by or on behalf of the **Insured**, except to the extent such act, error or omission was contributed to by a covered **Data Breach**,
- (b) any **Claim** arising out of the misrepresentation of the quality, qualities or performance of goods or services supplied by the **Insured**, or out of the defective performance, or unfitness for purpose of such goods, including any **Claim** arising out of a product recall, whether based on an actual or suspected defect in the said products or otherwise, or
- (c) any **Claim** in respect of the fees, commissions or other compensation of the **Insured** for the actual, alleged or required provision of services or supply of goods by the **Insured**.

6.11 DATA PROTECTION COMPLIANCE GAPS

any measures actually or allegedly required to ensure compliance with mandatory rules applying to the collection, storage, processing or protection of **Protected Data**, except to the extent covered under **Notification Costs** or **Monitoring Costs**.

6.12 BODILY INJURY AND PHYSICAL DAMAGE

- (a) any **Claim** for bodily injury or emotional distress, except to the extent of emotional distress alleged in a covered **Electronic Media Claim**, or
- (b) any physical damage to or loss of destruction of any property, except to the extent of any covered **Recovery Costs**.

6.13 GOVERNMENT OR REGULATOR ACTION

any act, notice or order of any government or regulatory body or agency disrupting the operation of or access to the **Insured's Systems** or **Outsourced Systems**, provided that this Exclusion shall not apply to:

- (a) **Cyber Attacks** committed by any such body or agency against the **Insured's Systems**, or
- (b) any **Insured's Systems Disruption** as per point (c) of the Definition of that term.

6.14 WAR AND TERRORISM

any actual, threatened or feared act of:

- (a) war, invasion, act of foreign enemy, hostile operations (whether war has been declared or not), civil war, rebellion, revolution, insurrection, riot or civil commotion, military or usurped power or martial law, or
- (b) violence or other intended harm to human life or health or to property for political, religious or other ideological reason and for the purposes of intimidating, coercing or harming, in part or in whole, any government, population or segment of economy, except to the extent exclusively carried out through an actual **Cyber Attack**.

6.15 RELATED PARTIES

any **Claim** against an **Insured** brought by or on behalf of:

- (a) any other **Insured**,
- (b) any shareholder of an **Insured Entity** in their capacity as such,
- (c) any entity in respect of which an **Insured** holds more than 25% of the voting rights (if applicable) or a managerial interest, or
- (d) any parent company of the **Insured** or subsidiary thereof.

6.16 PATENTS

any actual or alleged breach of patent rights.

6.17 SECURITIES CLAIMS

any **Claim** alleging a violation of any laws (statutory or common), rules or regulations regulating **Securities**, the purchase or sale or offer or solicitation of any offer to purchase or sell **Securities**, or any registration relating to such **Securities**.

6.18 CHARGEBACKS

any chargeback request made to the **Insured** by, on behalf or at the instigation of a credit, debit or other card provider.

6.19 LOANS AND TRADING

- (a) any actual or alleged failure by the **Insured** or any debtor of the **Insured** to pay or reimburse any loan, loan instalment or other measures other than **Notification Costs** required to ensure compliance with mandatory rules applying to the collection, storage, processing or protection of **Protected Data**.
- (b) any trading losses or liabilities incurred by the business of any **Insured Entity**, including but not limited to loss of client account and / or custom

Reporting and Handling of Incidents and Claims

7.1 NOTICE

The **Insurer** shall only be liable in respect of **Cyber Events, Circumstances or Claims and Investigations** that have been notified in compliance with the following:

A. How and When to Report

- (i) The **Insurer** shall only be liable in respect of **Cyber Events, Circumstances or Claims and Investigations** that have been notified in compliance with the following:

Upon **Discovery** of an actual or suspected **Cyber Event or Circumstance**, or of a **Claim or Investigation**, the **Insured** shall:

- (1) contact the **Incident Coordinator** through the Hotline stated in **ITEM 7** of the Schedule, then
- (2) other than for **Emergency Response Costs**, substantiate the following in writing using the Email address stated in **ITEM 7** of the Schedule:
 - (i) any actual, suspected or potential incident, dates, persons or entities involved or affected including potential claimants or data subjects, and the underlying alleged any suspected wrongdoings,
 - (ii) the actual or anticipated consequences, including claims and losses, of the actual or suspected **Cyber Event, Claim or Investigation**,
 - (iii) in respect of **Circumstances** only, the reason to anticipate a **Cyber Event**
- (ii) Such full notice shall be given as soon as practicable within the **Policy Period** or, where this has not been reasonably possible, no later than thirty (30) days after the end of the **Policy Period**.

B. Notice of Single Events

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If a **Circumstance** or **Cyber Event** has been **Reported** pursuant to A. above, then any subsequent **Circumstance, Cyber Event, Claim** or **Investigation** which are part of the same **Single Event** as such reported **Circumstance** or **Cyber Event** shall be considered **Reported** during the **Policy Period**, provided that each of them has been individually reported as soon as practicable in accordance with the provisions of 7.1A(i)above.

7.2 INCIDENT MANAGEMENT

Upon contact through the Hotline, the **Incident Coordinator** will liaise with the **Insured** and coordinate incident management in respect of any actual or suspected **Cyber Event** to optimise the response, minimise or mitigate **Loss** and facilitate **Loss** settlement.

In particular, the **Incident Coordinator** shall:

- (i) recommend or approve the necessary **Emergency Response Costs**,
- (ii) in respect of **Event Management Costs**:
 - a. be entitled to give prior written consent on behalf of the **Insurer** in respect of the appointment of a **Legal Response Team, IT Response Team, or PR Response Team** other than those named in the Schedule;
 - b. recommend or approve the necessary **PR Costs**,
- (iii) recommend or approve the necessary **E-threat Response Costs**,
- (iv) coordinate the action of all specialists involved, whether pre-agreed before the inception of this Policy or appointed post-incident with the **Insurer's** prior written consent;
- (v) swiftly refer to the **Insurer** any request for prior written consent in respect of **Monitoring Costs, Defence Costs**, settlement agreements to end a **Claim, Investigation Costs** and **Revamp Advice Costs** (where applicable), and will communicate the **Insurer's** answer to the **Insured**, and
- (vi) guide (but not advise) the **Insured** through the **Reporting** process and the proof of **BI Loss** as stipulated in 7.1 Notice and 7.3 BI Loss Valuation.

Please note – it is agreed and understood that:

1. the **Incident Coordinator** shall act according to the terms and conditions of the Policy but is not entitled to advise the **Insured** on cover hereunder. Except in respect of the approval of **Emergency Response Costs** or **PR Costs** incurred as part of **Event Management Costs**, the **Insurer** shall not be bound by recommendations made or actions taken by the **Incident Coordinator**,
2. the **IT Response Team** and **PR Response Team** are always deemed appointed by or on behalf of the **Insured** only, even where the **Incident Coordinator** may facilitate or coordinate instructions to those specialists, while the **Legal Response Team** shall be deemed jointly retained by the **Insurer** and the **Insured**.

7.3 BI LOSS VALUATION

BI Loss shall be calculated following adjustment as the sum of:

- the Loss of Net Profit (see A. below),
- the Increased Costs of Working (see B. below) and
- the Additional Increased Costs of Working (see C. below),

incurred by the **Insured Entity** during the Indemnity Period stated in **ITEM 6** of the Schedule directly and exclusively as a result of an **Insured's Systems Disruption** or, if covered, an **Outsourced Systems Disruption** (hereinafter, a "Systems Disruption").

A. Loss of Net Profit

Loss of Net Profit shall be the reduction in the net profits which the **Insured Entity** would have earned in the absence of a Systems Disruption, calculated:

- (i) by reference to the accounting principles applied by the **Insured Entity** and declared to the **Insurer** at placement, failing which they shall comprise net profits before payment of income taxes, applying commonly accepted accounting principles;
- (ii) taking into account:
 - a. the **Insured Entity**'s revenues generated and costs incurred during each of the 12 months preceding the Systems Disruption as shown in the **Insured Entity**'s accounts,
 - b. any factors, whether specific to the **Insured Entity**'s business or otherwise, which would have reduced the net profits during the Indemnity Period in the absence of the Systems Disruption, and
 - c. any contractual reductions suffered or contractual credits given by the **Insured Entity** to reflect reduced service by the **Insured Entity** to relevant **Third Parties**, with the exception of:
 - any contractual penalties that bear no reasonable relationship to the **Third Party**'s actual loss,
 - the cost of meeting any claim by a **Third Party** for damages,
 - any actual or alleged lost business opportunities or reputational damage,
 - the costs of removing errors, weaknesses or vulnerabilities from, or the costs of any enhancement or upgrade of, the **Insured's Systems** or **Outsourced Systems**, or
 - any statutory or regulatory fines or penalties.
- (iii) deducting the amount of:
 - a. any recoveries from liable parties in respect of the Systems Disruption and its consequences,
 - b. any savings which the **Insured Entity** is or should be able to make in fixed or variable costs, including taxes, as a result of or following the Systems Disruption,
 - c. any benefit gained by the **Insured Entity** from the wider impact on the business of competitors of systems disruptions of a similar sort, and
 - d. any discount to reflect any underinsurance of the **Insured Entity**'s anticipated net profits, as declared at placement.

B. Increased Costs of Working

Increased Costs of Working are any external costs and expenses incurred by the **Insured Entity** in the realistic and reasonable expectation of thereby reducing any Loss of Net Profit that would otherwise be covered hereunder, of an amount at least equal to such costs and expenses, whether or not that result is actually achieved.

Increased Cost of Working shall not include:

- (i) the fees of any forensic IT professionals,
- (ii) any **Revamp Advice Costs** or the costs of any enhancement or upgrade of the **Insured's Systems** or **Outsourced Systems**, or
- (iii) any professional legal costs.

C. Additional Increased Costs of Working

Additional Increased Costs of Working are those additional operating expenses, including payroll, taxes, interest and rents, that are necessarily incurred to enable the **Insured Entity** to continue trading following a Systems Disruption with the minimum practicable insured Loss of Net Profit.

Increased Cost of Working shall not include the fees of any forensic IT professionals, any **Revamp Advice Costs** or any costs incurred for the enhancement or upgrade of the **Insured's Systems or Outsourced Systems**.

D. Expert Resolution

If the **Insured** and the **Insurer** do not agree on the valuation of **BI Loss** valuation, the latter shall be determined in accordance with the calculation method set out above by an independent loss adjuster mutually agreed by them, acting as an expert and not an arbitrator.

The costs of such expert determination shall be borne equally by the **Insured** and the **Insurer**.

7.4 ALLOCATION

A. Mutual Agreement

The **Insurer** shall pay only those amounts or portions of **Loss** relating to matters, persons and / or entities covered hereunder. If any **Cyber Event** involves both covered and non-covered matters, matters, persons and / or entities, the **Insured** and the **Insurer** shall use their best efforts to determine a fair and proper allocation of the **Loss** covered hereunder.

B. Expert Resolution

If an allocation cannot be agreed as per A. above, it shall be determined by a legal counsel mutually agreed by the **Insured** and **Insurer** acting as an expert and not an arbitrator. The expert determination shall be based upon the written submissions of the parties with the support, as necessary, of mutually agreed information technology experts. There shall be no obligation on such counsel to provide reasons unless specifically requested by either party.

The costs of such expert determination shall be borne equally by the **Insured** and the **Insurer**.

7.5 SUBROGATION AND RECOVERIES

- (i) The **Insurer** shall be subrogated to all of the rights of recovery of the **Insured** to the extent of all **Loss** payments. The **Insured** shall do nothing to prejudice such rights of recovery, shall provide to the **Insurer** all information, assistance and cooperation, and shall do everything necessary to secure any rights, including the execution of any documents necessary to enable the **Insurer** effectively to bring suit in the name of the **Insured** whether such acts become necessary before or after payment by the **Insurer**.
- (ii) To the fullest extent permitted by law, any recoveries, whether effected by the **Insurer** or the **Insured**, following the payment of **Loss** hereunder and after deducting the actual cost of obtaining such recovery but excluding the own labour or establishment costs of the **Insured**, will be allocated in the following order:
 - (a) initially, to reimburse the **Insured** for any **Loss** which exceed the amount of **Loss** paid under this Policy (disregarding the amount of any Deductible applicable),
 - (b) subsequently, to reimburse the **Insurer** for any payment made for such **Loss**, and
 - (c) finally, to reimburse the **Insured** for such **Loss** sustained by the **Insured** by reason of any applicable Deductible.

7.6 FRAUDULENT CLAIMS

If the **Insured** reports any **Cyber Event** or **Circumstance** hereunder knowing it to be, in part or in whole, part false or fraudulent as regards amounts or otherwise, then all deriving **Loss** (including the **Loss** arising from **Cyber Events** or **Circumstances** having the same originating cause) shall be excluded from cover and any portion of such **Loss** already paid by the **Insurer** shall be immediately refundable by the **Insured** or **Insured**.

General Conditions

8.1 CHANGE IN CONTROL | AUTO RUN-OFF

In case of a **Change in Control** during the **Policy Period**,

- (a) the **Insured** shall give the **Insurer** written notice thereof as soon as practicable, and
- (b) cover hereunder will continue until the end of the **Policy Period** but solely with respect to any **Cyber Events** actually or alleged, deemed or suggested to have arisen before the effective date of such **Change in Control**.

8.2 REPRESENTATIONS AND SEVERABILITY

Knowledge of an **Insured** shall not be imputed to nor affect entitlement to cover of any other **Insured**, save for that of **Responsible Persons** of the **Insured**, which shall be imputed to all **Insureds**.

8.3 PREMIUM PAYMENT

The **Insureds** are required to deposit the full premium alongwith applicable tax to the insurers prior to the inception of the policy.

8.4 NOTICES AND AUTHORITY

The **Insured** shall act on behalf of all **Insureds** with respect to the giving and receiving of any notice required under this Policy, the payment of all premiums, the allocation of **Loss**, the request for services under 3.7 Preventive Consulting Services, the declaration of risk and execution of this Policy and any amendments thereto.

8.5 INTERPRETATION

- (a) Any reference in this Policy to:
 - (i) the singular shall include the plural and vice versa; and
 - (ii) the masculine shall include the feminine and vice versa; and
 - (iii) a position or title or legal status of an individual shall include the equivalent position in any other relevant jurisdiction.
- (b) Policy headings and titles are for reference only and shall have no interpretational value.

8.6 APPLICABLE LAW AND JURISDICTION

This Policy is to be governed by, and its terms are to be construed in accordance with the applicable law stated in **ITEM 13** of the Schedule. Any dispute or difference arising under or in respect of this Policy is to be subject to and determined within the exclusive jurisdiction of the laws of the country stated in **ITEM 14** of the Schedule.

8.7 Cancellation

WE may cancel this policy by sending 15 days notice in writing by Regd. A.D. to YOU at YOUR last known address. YOU will then be entitled to a pro-rata refund of premium for the unexpired period of this policy from the date of cancellation, which WE are liable to repay on demand. YOU may cancel this Policy by sending written Notice through Registered A.D. to US. WE will then allow a refund after keeping the premium based on the following retaining table provided there is no claim under the Policy during the period of Insurance. In case of any claim under the Policy, no refund of premium shall be allowed.

Short Period Scale

Period	Rate
Not exceeding one month	25% of the annual rate
Not exceeding three months	50% of the annual rate
Not exceeding six months	75% of the annual rate
Exceeding six months	Full annual premium

8.7 ENTIRE AGREEMENT

By acceptance of this Policy, the **Insured** and the **Insurer** agree that this Policy (including the Proposal and any materials submitted therewith) and any written endorsements attached hereto constitute the sole and entire agreement between the parties with respect to this insurance. Any prior agreement or understanding between the parties is therefore no longer valid.

8.8 ASSIGNMENT

This Policy shall not be assigned without the prior written consent of the **Insurer**, and any other purported assignment shall be null and void.

8.9 OTHER INSURANCE OR INDEMNIFICATION

Unless otherwise required by law, this Policy shall always apply in excess of any other valid and collectible insurance or indemnification available to the **Insured**, except in respect of any **Emergency Response Costs**.

8.10 TERRITORY

This Policy applies to **Cyber Events** actually or allegedly taking place and to **Claims** made anywhere in the world.

8.11 THIRD PARTIES RIGHTS

Nothing in this Policy is intended to confer any directly enforceable benefit on any third party other than an **Insured**, whether pursuant to the Contracts (Rights of Third Parties) Act 1999 of England and Wales, any equivalent or similar legislation, regulations or rules in any other jurisdiction or otherwise.

8.12 RESOLUTION OF DISPUTES

Any dispute concerning the interpretation of the terms, exclusions or conditions contained herein or in the clauses attached and agreed to by both the Insured and the Company to be subject to Indian Law.

If any difference arises as to the amount to be paid under this Policy (liability being otherwise admitted) or the interpretation of a clause under the Policy (including the Schedule Clauses and endorsements), such difference shall be referred to arbitration in New Delhi, India, in accordance with the Indian Arbitration and Conciliation Act 1996, as amended, and the making of an award shall be a condition precedent to any liability of the Company to make any payment under this Policy.

8.13 INSURANCE OMBUDSMAN

Any person who has a grievance against the Company, may himself or through his legal heirs make a complaint in writing to the Insurance Ombudsman in accordance with the procedure contained in the Redressal of Public Grievance Rules, 1998. A copy of the said rules shall be made available by the Company upon prior written request by the Insured.

In witness whereof this policy has been signed by a duly Authorized Representative of the Company.

8.14 GRIEVANCE REDRESSAL PROCEDURE

If you have a grievance that you wish us to redress, you may contact us with the details of your grievance through:

- ❖ Call Centre (Toll free helpline)
- ❖ 1800 103 5499 (accessible within India)
- ❖ Emails – grievance@iffcotokio.co.in
- ❖ Designated Grievance Officer in each branch.
- ❖ Company Website – www.iffcotokio.co.in
- ❖ Fax: 0124 – 4722200-06
- ❖ Courier: Any of our offices or Corporate office

You may also approach the Complaint & Grievance (C&G) Cell at any of our branches with the details of your grievance during our working hours from Monday to Friday.

If you are not satisfied with our redressal of your grievance through one of the above methods, you may contact our Head of Customer Service at

The Complaint & Grievance Cell,
IFFCO Tokio General Insurance Company Limited.
IFFCO Tower II, Plot # 3,
Sector # 29, Gurgaon – 122201

In case you are not satisfied with the response / resolution given / offered by the C&G cell, then you can write to the Principal Grievance Officer of the Company at the following address

To
The Principal Grievance Officer
IFFCO Tokio General Insurance Company Limited
IFFCO Tower II, Plot # 3,
Sector # 29, Gurgaon – 122201
e-mail: principalgrievanceofficer@iffcotokio.co.in

You may also approach the nearest Insurance Ombudsman for resolution of your grievance. The contact details of Ombudsman offices are mentioned below if your grievance pertains to:

- ❖ Dispute with regard to premium.
- ❖ Non-receipt of your insurance document.
- ❖ Delay in settlement of claim.
- ❖ Insurance claim that has been rejected or dispute of a claim on legal construction of the policy.

Names of Ombudsman and Addresses of Ombudsmen Centers

Jurisdiction	Office Address
Gujarat, Dadra & Nagar Haveli, Daman and Diu	AHMEDABAD Office of the Insurance Ombudsman, 2nd floor, Ambica House, Near C.U. Shah College, 5, Navyug Colony, Ashram Road, Ahmedabad – 380014

	<p>Tel.: 079 - 27546150 / 27546139, Fax:079 – 27546142</p> <p>Email: bimalokpal.ahmedabad@gbic.co.in</p>
Karnataka	<p>BENGALURU - Shri. M. Parshad</p> <p>Office of the Insurance Ombudsman, JeevanSoudha Building, PID No. 57-27-N-19, Ground Floor, 19/19, 24th Main Road, JP Nagar, Ist Phase, Bengaluru – 560 078.</p> <p>Tel.: 080 - 26652048 / 26652049</p> <p>Email: bimalokpal.bengaluru@gbic.co.in</p>
Madhya Pradesh, Chhattisgarh	<p>BHOPAL - Shri. R K Srivastava</p> <p>Office of the Insurance Ombudsman, JanakVihar Complex, 2nd Floor, 6, Malviya Nagar, Opp. Airtel Office, Near New Market, Bhopal – 462 003</p> <p>Tel.: 0755 - 2769201 / 2769202 Fax: 0755 – 2769203</p> <p>Email: bimalokpal.bhopal@gbic.co.in</p>
Orissa	<p>BHUBANESHWAR - Shri. B. N. Mishra</p> <p>Office of the Insurance Ombudsman, 62, Forest park, Bhubneshwar – 751 009.</p> <p>Tel.: 0674 - 2596461 / 2596455 Fax: 0674 – 2596429</p> <p>Email: bimalokpal.bhubaneswar@gbic.co.in</p>
Punjab, Haryana, Himachal Pradesh, Jammu & Kashmir, Chandigarh	<p>CHANDIGARH –</p> <p>Office of the Insurance Ombudsman, S.C.O. No. 101, 102 & 103, 2nd Floor, Batra Building, Sector 17 – D, Chandigarh – 160 017.</p> <p>Tel.: 0172 - 2706196 / 2706468 Fax: 0172 – 2708274</p> <p>Email: bimalokpal.chandigarh@gbic.co.in</p>
Tamil Nadu, Pondicherry Town and Karaikal (which are part of Pondicherry)	<p>CHENNAI - Shri Virander Kumar</p> <p>Office of the Insurance Ombudsman, Fatima Akhtar Court, 4th Floor, 453, Anna Salai, Teynampet, CHENNAI – 600 018</p> <p>Tel.: 044 - 24333668 / 24335284, Fax: 044 – 24333664</p> <p>Email: bimalokpal.chennai@gbic.co.in</p>
Delhi	<p>DELHI - Smt. Sandhya Baliga</p> <p>Office of the Insurance Ombudsman, 2/2 A, Universal</p>

	<p>Insurance Building, Asaf Ali Road, New Delhi – 110 002.</p> <p>Tel.: 011 - 23239633 / 23237532 Fax: 011 – 23230858</p> <p>Email: bimalokpal.delhi@gbic.co.in</p>
<p>Assam, Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland and Tripura</p>	<p>GUWAHATI –</p> <p>Office of the Insurance Ombudsman, JeevanNivesh, 5th Floor, Near Panbazar over bridge, S.S. Road, Guwahati – 781001</p> <p>Tel.: 0361 - 2132204 / 2132205 Fax: 0361 – 2732937</p> <p>Email: bimalokpal.guwahati@gbic.co.in</p>
<p>Andhra Pradesh, Telangana, Yanam and part of Territory of Pondicherry</p>	<p>HYDERABAD - Shri. G. Rajeswara Rao</p> <p>Office of the Insurance Ombudsman, 6-2-46, 1st floor, "Moin Court", Lane Opp. Saleem Function Palace, A. C. Guards, Lakdi-Ka-Pool, Hyderabad - 500 004.</p> <p>Tel.: 040 - 65504123 / 23312122 Fax: 040 – 23376599</p> <p>Email: bimalokpal.hyderabad@gbic.co.in</p>
<p>Rajasthan</p>	<p>JAIPUR - Shri. Ashok K. Jain</p> <p>Office of the Insurance Ombudsman, JeevanNidhi – II Bldg., Gr. Floor, Bhawani Singh Marg, Jaipur - 302 005.</p> <p>Tel.: 0141 – 2740363</p> <p>Email: Bimalokpal.jaipur@gbic.co.in</p>
<p>Kerala, Lakshadweep, Mahe (part of Pondicherry)</p>	<p>ERNAKULAM - Shri. P. K. Vijayakumar</p> <p>Office of the Insurance Ombudsman, 2nd Floor, Pulinat Building, Opposite Cochin Shipyard, M. G. Road, Ernakulam - 682 015.</p> <p>Tel.: 0484 - 2358759 / 2359338 Fax: 0484 – 2359336</p> <p>Email: bimalokpal.ernakulam@gbic.co.in</p>
<p>West Bengal, Sikkim, Andaman & Nicobar Islands</p>	<p>KOLKATA - Shri. K. B. Saha</p> <p>Office of the Insurance Ombudsman, Hindustan Bldg. Annexe, 4th Floor, 4, C.R. Avenue, Kolkata - 700 072.</p> <p>Tel.: 033 - 22124339 / 22124340 Fax: 033 – 22124341</p> <p>Email: bimalokpal.kolkata@gbic.co.in</p>
<p>Districts of Uttar Pradesh: Lalitpur, Jhansi, Mahoba, Hamirpur, Banda, Chitrakoot, Allahabad, Mirzapur, Sonbhadra, Fatehpur, Pratapgarh, Jaunpur, Varanasi, Gazipur, Jalaun,</p>	<p>LUCKNOW - Shri. N. P. Bhagat</p> <p>Office of the Insurance Ombudsman, 6th Floor, JeevanBhawan, Phase - II, Nawal Kishore Road, Hazratganj, Lucknow - 226 001</p>

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<p>Kanpur, Lucknow, Unnao, Sitapur, Lakhimpur, Bahraich, Barabanki, Raebareli, Sravasti, Gonda, Faizabad, Amethi, Kaushambi, Balrampur, Basti, Ambedkarnagar, Sultanpur, Maharajgang, Santkabirnagar, Azamgarh, Kushinagar, Gorkhpur, Deoria, Mau, Ghazipur, Chandauli, Ballia&Sidharathnagar</p>	<p>Tel.: 0522 - 2231330 / 2231331 Fax: 0522 – 2231310 Email: bimalokpal.lucknow@gbic.co.in</p>
<p>Goa, Mumbai Metropolitan Region excluding Navi Mumbai & Thane</p>	<p>MUMBAI - Shri. A. K. Dasgupta Office of the Insurance Ombudsman, 3rd Floor, JeevanSeva Annexe, S. V. Road, Santacruz (W), Mumbai - 400 054. Tel.: 022 - 26106552 / 26106960 Fax: 022 – 26106052 Email: bimalokpal.mumbai@gbic.co.in</p>
<p>State of Uttaranchal and the following Districts of Uttar Pradesh: Agra, Aligarh, Bagpat, Bareilly, Bijnor, Budaun, Bulandshehar, Etah, Kanooj, Mainpuri, Mathura, Meerut, Moradabad, Muzaffarnagar, Oraiyya, Pilibhit, Etawah, Farrukhabad, Firozbad, Gautambodhanagar, Ghaziabad, Hardoi, Shahjahanpur, Hapur, Shamli, Rampur, Kashganj, Sambhal, Amroha, Hathras, Kanshiramnagar, Saharanpur.</p>	<p>NOIDA - Shri. Ajesh Kumar Office of the Insurance Ombudsman, BhagwanSahai Palace, 4th Floor, Main Road, Naya Bans, Sector 15, Distt: GautamBuddhNagar, U.P - 201301. Tel.: 0120-2514250 / 2514251 / 2514253 Email: bimalokpal.noida@gbic.co.in</p>
<p>Bihar, Jharkhand</p>	<p>PATNA - Shri. Sadasiv Mishra Office of the Insurance Ombudsman, 1st Floor, Kalpana Arcade Building Bazar Samiti Road, Bahadurpur, Patna 800 006. Tel.: 0612-2680952 Email: bimalokpal.patna@gbic.co.in</p>
<p>Maharashtra, Area of Navi Mumbai and Thane excluding Mumbai Metropolitan Region</p>	<p>PUNE - Shri. A. K. Sahoo Office of the Insurance Ombudsman, JeevanDarshan Bldg., 3rd Floor, C.T.S. No.s. 195 to 198, N.C. Kelkar Road, Narayan Peth, Pune – 411030. Tel.: 020 – 32341320 Email: bimalokpal.pune@gbic.co.in</p>

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