

Announcement & FAQ



We are pleased to announce the introduction of a new coverage enhancement for our Cyber insurance policies: **First Response Coverage**. This enhancement is designed to help our insureds engage quickly and effectively with experts in the event of a security or data incident.

Key features of First Response Coverage:

1. No retention for certain expenses incurred within the first 72 hours of a security or data incident.
2. No requirement for insurer prior consent for certain expenses incurred with a service provider on our panel advisor's panel.

Our Cyber insurance offering aims to ensure the best possible outcomes for our insureds by facilitating immediate access to expert assistance during critical incident response periods. First Response Coverage enhances these benefits by reducing costs for our insureds.

This coverage will be automatically added to our Cyber insurance quotes going forward. A copy of the endorsement for this coverage is enclosed for your perusal.

Frequently Asked Questions (FAQ)

What expenses are included in First Response Coverage?

Expenses for computer forensics, notifications, legal expenses, credit and identification monitoring services, data recovery, crisis management, and public relations incurred in response to a cybersecurity and/or a data privacy incident.

When does First Response Coverage start and when does it end?

First Response Coverage provides cover for expenses incurred and for work undertaken during the consecutive number of hours specified in the endorsement (usually 72 hours but could be less), which commences when the insured first notifies the specified panel advisor of an incident by contacting the 24-hour hotline listed in the endorsement.

What must insureds do to ensure they benefit from First Response Coverage?

Insureds must contact the 24-hour hotline listed in the endorsement immediately upon discovery of an actual or alleged cybersecurity and/or data privacy incident.

Can insureds engage with service providers before contacting the 24-hour hotline and speaking to the panel advisor?

The insured must use the 24-hour hotline and engage service providers on the panel advisor's panel to benefit from First Response Coverage. Insureds must contact the hotline immediately upon discovery of an actual or alleged cybersecurity and/or data privacy incident.

Are insureds required to obtain QBE's consent prior to incurring any expenses covered by First Response Coverage?

Insureds are not required to obtain QBE's prior consent to incur certain expenses for work undertaken by service providers if they notify the panel advisor using the 24-hour hotline, comply with all applicable terms and conditions and the expenses are reasonable and necessary to incur.

What if the notification turns out to be a false alarm?

First Response Coverage provides cover for expenses incurred for work undertaken by service providers to establish if the notification is a covered claim or not. This incentivises insureds to make early notification of incidents and enables the panel providers to deliver timely and effective response services.

What limit is provided for First Response Coverage?

Generally, we provide a limit equal to the policy's maximum aggregate limit of liability. In certain situations underwriters may apply a lower limit to First Response Coverage. The endorsement will confirm the limit. The cover only applies to expenses incurred for work undertaken during the consecutive number of hours stated in the endorsement.

Are expenses covered on a reimbursement basis or on a 'pay on behalf of' basis?

QBE can pay expenses on behalf of insureds to engage critical experts immediately, provide cash flow benefits and reduce the administrative burden during an incident's response process.