



Frequently asked questions

Who is CFC?

In order to bring you Acrisure Cyber, Acrisure has teamed up with CFC, a cyber insurance pioneer with over 20 years' experience providing cyber coverages to businesses of all types and sizes. CFC's award-winning cyber policies insure over 50,000 businesses against cyber risk in over 65 countries. They have offices in New York, Austin and London.

One of the largest in the world, CFC's dedicated in-house cyber claims team is available 24/7 to support Acrisure Cyber clients should they experience a cyber incident and also offers a range of risk management services, free of charge.

For more information, visit www.cfcunderwriting.com/cyber

Are all classes of business eligible?

Acrisure Cyber's admitted offering is suitable for most industries, including – but not limited to – education, energy, financial services, healthcare, manufacturing, professional services, real estate, retail, technology, and transportation and logistics.

What limits and retentions are offered?

If using the Connect platform, Acrisure Cyber has a maximum limit for SME accounts of \$2m and a maximum social engineering sub-limit of \$100k. If you need a higher limit (up to a program max of \$10m), the risk can be sent to the CFC's underwriting team for manual underwriting.

No minimum retentions apply and we offer \$0 deductible on incident response as standard.

What's the average turnaround time for submission to policy?

Quotes can be provided in bulk (see bulk quoting below) or via the Connect platform.

Within the Connect platform quotes can be provided, bound, and policy documents issued, all within minutes.

When communicating via email, CFC have a maximum 24hr turnaround time with respect to quotations, questions and the issuance of policy documents.

How does this coverage compare to other market offerings?

CFC has been providing cyber insurance to small and medium-sized businesses for two decades. Not only is their multiple-award-winning policy one of the most comprehensive and easy-to-understand policies available, but it is backed up by a best-in-class in-house claims service which effectively reduces an incident's impact on the client and drives down the cost of claims.



What's more, CFC's investment in technology means that Acrisure Cyber policies can be transacted with minimal friction – whether going through their Connect platform, obtaining bulk quotes, or working with an underwriter from their well-staffed and experienced team.

These are the reasons why, after approaching 21 of the leading cyber insurers in the US and worldwide for this initiative, we decided to partner with CFC.

Here are just a few of the recent awards won by CFC:



What commission rate is being offered?

The commission rate for this program is 21% for both new business and renewals.

Where can I find the crime coverage?

Acrisure Cyber provides comprehensive crime cover for a wide variety of cybercrime events including social engineering scams, invoice fraud, ransomware and targeted extortion. This section also includes affirmative cover for new types of cybercrime, such as cryptojacking. Within the Acrisure Cyber Admitted offering you will find the crime coverage under the following sections:

Insuring clause 2: Cyber Crime:

- Section A: electronic theft of your financial assets
- Section B: electronic theft of third party funds held in escrow
- Section C: electronic theft of personal financial assets
- Section D: extortion
- Section E: authorized push payment fraud
- Section F: telephone hacking
- Section G: unauthorized use of computer resources
- Customer Payment Fraud Extension Endorsement

Besides comprehensive crime cover, Acrisure Cyber policyholders also benefit from unlimited retroactive cover, full discovery-based trigger, and an extended indemnity period for business interruption. Optional extras include reputational harm cover, incident response costs in addition, and system failure coverage. See the Acrisure Cyber policy brochure for more info.

Can you tell me more about the claims and incident response services?

Acrisure Cyber is backed by one of the largest dedicated in-house cyber claims and incident response teams in the world, consisting of over 35 expert cyber incident responders and specialist cyber claims handlers. The majority of this team operates out of CFC's Austin, Texas office. And because we want to encourage swift engagement, we offer initial response services with no deductible.



All Acrisure Cyber customers will also receive access to the world's first dedicated cyber incident response app. Through the app, policyholders are able to provide immediate notification of cyber events and can gain access to CFC's global team without the need to remember phone numbers, email addresses, or even policy details. The app also features actionable threat intelligence alerts to help prevent claims.

Who are the panel providers and can policyholders use their own?

CFC's cyber claims team has built a large network of dozens of local specialist partners, from Solis Security to Wilson Elser, to seamlessly support the claims process from beginning to end. It's likely we already have relationships with any firms policyholders wish, but if not, this is something that can be discussed with our underwriters.

How are surplus lines policies handled?

In you require a surplus lines quote, your submission will be referred to CFC's cyber underwriting team and quoted within the normal 24hr window. If required, Founders Professional, an Acrisure Partner, are ready to provide surplus lines filing services. Please note that Founders Professional are compensated outside of the 21% earned by the retail agent.

How does billing work?

CFC provides monthly statements to the agencies as part of a standard billing and accounting process, and the CFC finance & operations team will be proactively engaging with all Acrisure agencies to ensure this runs smoothly. We expect to launch direct billing very soon.

What is the renewal process?

We will provide Acrisure Agency Partners with a renewal quote 60 days prior to renewal, with the only question needed to be asked of the client being whether they want to renew and to verify their firmographic and claims data. The Acrisure Partner can then bind and issue documentation within the Connect platform. All within minutes.

Do you offer a bulk quote option?

Absolutely. Get in touch with us to discuss your needs and we can easily facilitate this for you. We can quote the majority of accounts using data found within AcriVision and these quotes can be emailed to a designated agent at a designated time, allowing you to easily cross sell into your book. All you need to do is tell us you opt in for this service!

Quotes are also loaded onto Connect, the cyber trading platform developed by CFC, so that you can access, adjust and bind individual quotes at any time. Each quote is provided with client specific benchmarked data points, claims examples, and sales tools to assist you with the sale and marketing of cyber insurance to your clients.

Do you offer sales training and other sales support?

We offer a wide variety of sales support and training, including a series of webinars which will run over the course of the summer 2020. Please be on the look out for emails from Acrisure Cyber for details on these webinars and where you can find the wide range of marketing and sales support documents, including client conversations starters, cyber claims case studies, easy-to-implement lead generation campaigns, and much more.



How do I obtain login credentials for Connect?

To get started on the platform, simply email connect@cfcunderwriting.com with your name, position, company name, company address, telephone number, and email address. Our team will get you set up and email your registration details back to you.

I have another question. Who should I contact?

If you have any other questions, feel free to contact to contact one of the Acrisure Cyber team below:

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