



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:



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.

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.