



Information Technology product profile

DUAL's coverage

We are a leading provider of Information Technology liability insurance.

We offer our brokers and insureds market leading cover, competitive pricing and a simple transaction with instant quotes and binding available through the WebRater or tailored solutions from our dedicated underwriting team.

Our Information Technology liability policy provides extensive coverage including loss mitigation, contractual liability, crime and public relations cover.

Our policies automatically include our contract review service which provides important advice to the insured regarding provisions of the contract, which may have an impact on the insured's potential exposure under its policy.

Claims specialists

Our dedicated Liability Claims team includes lawyers and claims administrators with significant industry expertise to work with you to handle your claim from notification through to resolution.

We also work in tandem with our capacity providers to ensure an efficient and smooth claims handling process. In addition, we utilise specialist law firms and consultants with specific expertise in various industries and niche areas to ensure claims are handled in a cost effective, speedy and professional manner.

Our appetite

We have a broad underwriting appetite including, but not limited to:

- Data communication services (ISP)
- General IT activities including application development, database programming, consulting, software / hardware sales, education and training, maintenance /repair, helpdesk / support
- IT security systems
- Project management
- Systems analysis
- Network infrastructure design /construction
- Telecommunication providers
- Website design

Why DUAL?

IT specialists

We've transacted over 8,500 information technology policies since 2011.

Broad appetite

We write over 27 different occupations and are Industry Scheme specialists.

Underwriting and claims expertise

Our team of specialist underwriters and in-house claims officers provide significant industry expertise to the market.

Experience

DUAL New Zealand is the largest underwriting agency and one of the top five liability providers in the New Zealand market.

Simple transaction

Our online portal, WebRater, offers brokers easily obtainable quotes. Alternatively, please contact our dedicated team of underwriters for tailored solutions.

Client profile

We invite you to transact SME businesses with turnover up to \$5m through the WebRater.

If turnover exceeds \$5m, please contact your DUAL underwriter.

Limits of indemnity

Limits up to \$5m for professional indemnity and \$20m for public liability are available through the WebRater.

If limits exceed the above, please contact your DUAL underwriter.

Features of cover

Cover is based on DUAL New Zealand mind the gap Information Technology liability policy wording 08.18.

Insuring clauses

- Combined professional indemnity and public and products liability wording
- Limits up to \$5m in the aggregate for Professional Indemnity and \$20m for any one claim for Public & Products Liability
- Civil liability insuring clause
- Exclusive of costs limit and deductible
- Contract review service
- Advancement of defence costs
- Amounts paid for products and service – \$250,000
- Fee recovery – \$250,000
- Loss mitigation – \$250,000
- Contractual liability – full limit
- Crime (1st and 3rd party) – \$50,000
- Emergency defence costs – full limit
- Attendance at investigations - full limit
- Intellectual property – full limit
- Key man loss – \$250,000
- Public relations – full limit
- Panel counsel – 1 hour

Proven claims experience

Example 1 – Professional Indemnity

Online marketing and web design

4 staff
\$340,000 fees

Background

Insured managed claimant's online marketing. Marketing was undertaken and costs were incurred in countries where the claimant had no presence and had no need for marketing.

Response

The policy covered the insured's liability to the claimant.

Payment: \$5,000

Example 2 – Professional Indemnity

IT consultant and web design

3 staff
\$225,000 fees

Background

Insured was engaged to assist client with design of new website.

Through the insured's work, a significant amount of the client's data was lost. The client brought a claim against the insured as a result.

Response

The policy covered the insured's liability to the claimant.

Payment: \$85,000

Example 3 – General Liability

Software developer and programmer

1 staff
\$180,000 fees

Background

Insured was undertaking work at a client's premises. The insured accidentally spilled their water bottle, causing damage to the client's hardware.

Response

The policy covered the insured's liability to their client.

Payment: \$3,000

Questions?

For further details on our Information Technology cover, please contact your local DUAL underwriter.

Helping you do more

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