

Helvetia Cyber-Insurance

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# Cyber risks. IT hacked.



# Covered.

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Your Swiss Insurer

# Helvetia Cyber-Insurance.

Comprehensive protection from cyber risks.

**Digitalization has a major influence on business processes today and is an indispensable part of all industrial sectors. However, the associated increase in connectivity also exposes your IT system to more and more risks from the cyber world. For many businesses, protection against cyber risks is therefore a topic of increasing importance.**

## Protection from the consequences of cyber crime and non-criminal causes of losses

It is essential for businesses to protect their digital data and software from cyber crime. Unfortunately, criminals keep finding new loopholes to exploit. They manage to gain unauthorized access to confidential data, and then encrypt, destroy or steal it, or install malware or block access to IT systems. Infringements of data privacy or personal rights can result in expensive legal disputes.

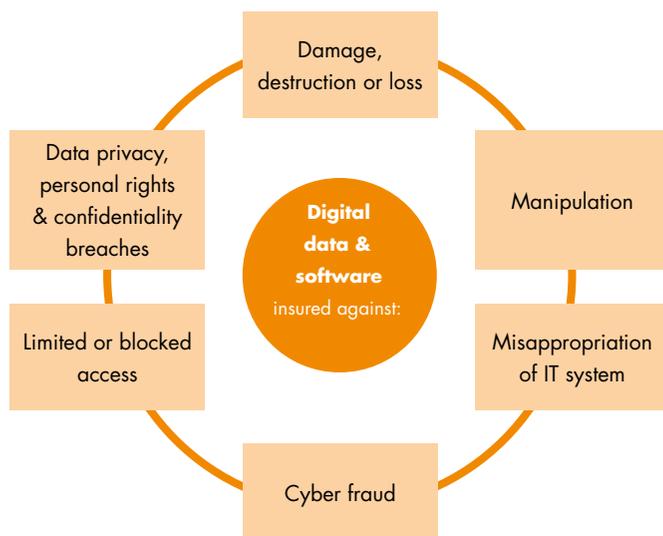
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*“Because cyber risks constantly mutate in a way similar to flu viruses, even the best organizational and technological security measures do not offer full protection. Cyber insurance provides an ideal complement to close the gaps.”*

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Cyber risks are not always of a criminal nature. Often a moment of inattention is sufficient for sensitive data to get into the wrong hands or be lost. A brief power failure or voltage fluctuation can also result in data losses. It is in these moments that we are here for you.

**We compensate financial losses and costs arising from the following cyber risks**



## These threats may be caused by

- internal sabotage by the company's own staff;
- exploitation of technical system or security vulnerabilities;
- intentional or unintentional installation and execution of malware;
- unauthorized hardware used;
- use of stolen login details;
- DoS attacks (Denial of Service);
- negligent use by the company's own staff;
- brief interruptions.



# Prevent risks and protect your business effectively.

## How can you protect yourself from cyber risks?

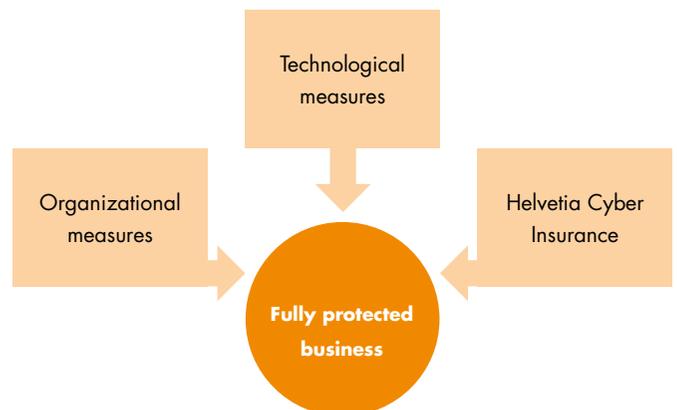
Technological and organizational security measures can significantly reduce the risk of cyber losses. MELANI, the Swiss Confederation's Reporting and Analysis Centre for Information Assurance, regularly publishes recommendations for SMEs. Based on these recommendations and in collaboration with its own network of experts, Helvetia has developed a catalogue of security measures that all businesses should adhere to for their own security (see check-list on page 4).

### Minimizing risk with Helvetia Cyber Insurance

Even the most conscientious enforcement of every possible security measure does not guarantee absolute protection from the myriad of cyber risks. Helvetia Cyber Insurance takes care of the threats that cannot be covered by technological and organizational security measures and therefore makes an ideal supplement for any company's risk management.

### Helvetia Cyber Insurance Your benefits at a glance

- Important part of comprehensive cyber security management;
- Protection from exceptional incalculable costs;
- Protection from loss of earnings;
- Special cover for digitalized production businesses (Industry 4.0);
- Support in the event of data protection breaches or third-party liability claims;
- Access to an expert network consisting of IT security specialists, PR consultants, legal advisers and data privacy specialists, in the event of a claim.



# Checklist.

Check your security status.

Have you considered these points?

- Appoint an IT officer**
- Authorization management**
- Password guidelines**
- Defence strategies against DoS attacks**
- Staff awareness programmes and security training on the topic of cyber risks**
- Daily data backups and secure storage of backups**
- Technical security measures (e.g. firewalls, virus scanners, spam filters, etc.)**
- Physical security measures (e.g. for access to the server rooms)**
- Patch and update management**
- Encrypt sensitive data**
- PCI-DSS rules for credit or debit card transactions**
- Surge protection**

Discuss these points with your internal or external IT (security) officer.

Ask us if you need assistance. Thanks to our partnerships we will put you in touch with tried-and-trusted specialist companies who can provide assistance on the topic of cyber risk.

# Helvetia's services at a glance.

## Overview of the services in the various packages

First-party losses	Light	Standard	Premium
System recovery	✓	✓	✓
Data reconstruction	✓	✓	✓
Additional cost of maintaining operations	✓	✓	✓
Loss of earnings due to interrupted operations		✓	✓
Damage analysis / forensics		✓	✓
Notification management			✓
Reputation management			✓
Combating extortion			✓
Financial compensation as a result of cyber fraud or manipulation			✓
Defective production		(✓)	(✓)
Third-party losses	Light	Standard	Premium
Pure financial losses		✓	✓
Intangible losses		✓	✓
Damages caused by digital communication			✓
Legal advice and initial intervention	Light	Standard	Premium
Legal advice and initial intervention		✓	✓

### First-party, third-party and legal protection combined

In the event of a claim, Helvetia Cyber Insurance covers both first- and third-party losses as well as legal protection costs.

Due to the complexity and variety of potential loss events, Helvetia has put together three service packages (Light, Standard and Premium) to address businesses' various requirements. Each of these packages combines multiple services in the areas of first-party losses, third-party losses and legal protection.

By selecting an individual service package, your business can choose optimal cover for your risk situation and protection requirements.

**Whether we are helping you with a claim or providing you with risk consulting, you can count on our support and our competent network of experts**

- Crisis / PR consulting;
- IT/OT-security;
- Data privacy / legal advice.

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## Examples of claims.



### Data encryption on a cloud

A business stores all its data on an external cloud. A hacker manages to access the cloud and to encrypt all the data stored on it with **ransomware**. The business can no longer access its own data and, as a result, suffers a production stoppage.

**Since the external cloud also forms part of the company's IT system, Helvetia covers the resulting costs for**

- restoring the data from the backup;
- manually reconstructing the data that cannot be restored from the backup by technical means;
- additional costs of maintaining operations;
- loss of earnings due to interrupted operations;
- damage analysis including forensics.



### OT control systems hacked

A hacker sends a fraudulent e-mail to several employees of a highly digitalized production business to gain access to their user data (**phishing**). The hacker then intrudes into the company's machine network and changes some of the parameters. Because the manipulation is not immediately noticed, a machine breaks down, resulting in a faulty production series.

**Helvetia covers the following costs**

- costs of analysing the loss and restoring the correct parameters;
- additional costs of continuing operations;
- loss of assets as a result of the faulty production series.

### What is an OT control system?

Operational technology control systems include a broad variety of control systems (e.g. for medical, heating, cooling or measurement technology or for production, material transfer and manipulation, processing, etc.), as well as electronic control systems that form an integral part of a machine or plant.



### **Business telephone system manipulated**

A hacker breaks into a company's telecommunications system (**phreaking**) and manipulates it in order to make continuous costly international calls at the company's expense. At the end of the month, the unsuspecting business receives a massive telephone bill running to several thousand Swiss francs.

**Helvetia will cover the financial losses that result from the manipulation of the telephone system.**



### **Confidential patient data stolen**

A doctor stores his patient data on his own server. Despite comprehensive security measures, a hacker manages to place a **Trojan** horse on the system by means of a manipulated e-mail. Because the incident is only noticed some weeks later, the hacker can quietly copy all the confidential patient data at his leisure.

### **Helvetia covers the resulting expenses for**

- analysing the loss and removing the malicious software;
- emergency measures in the event of blackmailing;
- legal notification of the persons affected by a potential data privacy issue;
- reputation management to restore patients' confidence;
- patients' potential claims for redress.



### **Online shop shut down**

Due to a **DoS attack** on the online shop of a shoe business, its customers can no longer access the website. It takes two weeks to ward off the attack, as a result of which online sales are down over the lucrative Christmas period.

### **Helvetia covers the following services**

- additional costs of maintaining operations;
- loss of earnings due to downtime of online shop and resulting loss of sales;
- damage analysis including forensics;
- reputation management costs to restore customers' confidence.

**The services listed here are examples of benefits available in the event of a claim, depending on the selected service package.**

**Helvetia Insurance**

T +41 58 280 10 00 (24 h), [www.helvetia.ch](http://www.helvetia.ch)



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