



Management and Professional Liability | Canada

# Insurance Solutions for Technology Firms

## Give Your Tech Clients the Confidence to Grow

Technology firms want a broker who understands the complexities of their business while offering meaningful solutions for their dynamic needs. With an industry-leading suite of technology products and extensive technical knowledge, CNA provides adaptable solutions that can best support the demands of our policyholders and brokers.

As a market-leading, A-rated carrier with more than 125 years of experience, we deliver efficient and specialized capabilities for the technology industry, with deep international expertise and a local presence to best meet your clients' needs. Through enhanced underwriting capabilities and our dedicated service teams, we can provide perspective and insight to creatively tailor solutions and help you find greater success in today's technology services marketplace.

### Flexible and Comprehensive Solutions

CNA's broad technology appetite enables you to reach a wider range of businesses, such as:

- **Software and IT services**, including cloud service providers
- **Electronics manufacturers** (data displays, component parts, instruments)
- **Communications companies** (service or equipment sales and resell)
- **Digital media** (producers and creators of electronic and traditional content)
- **IT consulting and outsourcing**
- **Custom software developers**

### Quick Response to Emerging Risks

With Epack 3, our modular management liability, technology and professional liability, media liability, cyber liability and crime policy, we make it easy to give your clients broad and relevant coverage. The Epack 3 policy is a customizable solution that is available to businesses of all sizes, making CNA a good choice for your business.

**CNA's Technology and Professional Liability coverage** includes a broad definition of technology services, technology products, telecommunications services and professional services for over 50 areas of practice. Furthermore, it addresses various exposures faced by professionals, including coverage for claims of negligence or mistakes that cause financial harm to another person or company, such as (depending on the policy) negligence, misrepresentation, design errors and inaccurate advice. Coverage is available for both the obligation to pay damages for covered claims and the cost to defend against such claims.

**Our Cyber Liability coverage** addresses first-party reimbursement coverage for privacy events, network extortion, privacy regulation investigations and crisis response, first-party coverage for business income and extra expense, and third-party liability risks related to privacy injury, network security and media liability.

**Media Liability coverage** is also available to address allegations of content injury such as infringement of copyright, title slogan, logo trademark, trade name, trade dress, service mark or service name, violation of an individual's rights of publicity, including commercial appropriation of name, persona or likeness, and misleading advertising.

**Additional product offerings available with Epack 3:**

- **Management Liability** – Employment Practices Liability, Directors & Officers, Fiduciary and Crime

**Keep Your Business Moving Forward**

The less time you spend on administrative tasks, the more productive you can be building your business.

That's why we leverage our expertise to deliver award-winning solutions, superior services and resources to simplify your job and enhance your customer's experience at every level of engagement.

Our dedicated Underwriting, Risk Control and Claims teams work together seamlessly to provide comprehensive insights and superior coverage options that align with industry needs.

- **Risk Control services** and resources will support your clients' efforts to minimize exposures and reduce the likelihood of a claim. CNA's School of Risk Control Excellence and SORCE® On Demand provide training and resources for businesses that keep their companies and employees safe.
- **Prompt, attentive and customer-focused claim handling** to meet your clients' needs.
  - Pre-claim assistance
  - Information risk claims

- **Cyber breach coaching and support.** We have partnered with cyber risk breach coaches to give your clients access to insights about minimizing exposures and maintaining compliance in this increasingly complex and threatening area. In the event of a breach, your clients will have 24/7 access to one of our breach coaches below.

**Blake, Cassels & Graydon**

1-833-564-0163  
breach@blakes.com

**Fasken Martineau**

1-844-200-7505  
acameron@fasken.com

**Bennett Jones**

1-416-777-5500  
bjresponse@bennettjones.com

- **Pre-breach solutions.** CNA's pre-breach services are designed to enhance our cyber solutions and help policyholders combat cyber losses with minimal controlled and predictable costs. Qualifying CNA policyholders have access to the following tools and resources to minimize the effects of a breach on their organization.
  - **GamaSec** is a cybersecurity company that lowers the risk and strengthens the resilience of businesses from attacks on their websites and web applications.
  - **NetDiligence®** specializes in Cyber Risk Readiness & Response services.
  - **CNA eRiskHub®**, powered by NetDiligence®, is a cyber risk management software tool and resource to help organizations understand their cyber risk and establish incident response plans.

For more information, visit [cnacanada.ca](https://cnacanada.ca).