

Branch Network

Jakarta

Maspion Plaza 8th Floor
Jalan Gunung Sahari Raya Kav. 18
Jakarta 14420
Tel : +62 21 64701278
Fax : +62 21 64701267/8

Semarang

Ruko Metro Plaza Blok B-12
Jalan MT Haryono 970
Semarang 50242
Tel : +62 24 8457058/9
Fax : +62 24 8417867

Medan

Kompleks Ruko Jati Junction
Jalan Timor No. 3 - T
Medan 20234
Tel : +62 61 88817009
Fax : +62 61 88817010

Makassar

Jalan Jenderal Ahmad Yani
Komplek Ruko A. Yani No. 23/25
Blok C 46, Makassar 90174
Tel : +62 411 3617978
Fax : +62 411 3610434

Serpong

Sutera Niaga 3 Blok C No. 11
Jalan Raya Serpong
Tangerang 15325
Tel : +62 21 53122468
Fax : +62 21 53122431

Cirebon

Komplek Ruko Pulasaren
Jalan Pulasaren Raya No. C-5
Cirebon 45116
Tel : +62 231 207784, 234054
Fax : +62 231 207784

Pekanbaru

Jalan KH. Hasyim Ashari 16
Pekanbaru 28113
Tel : +62 761 32708
Fax : +62 761 31427

Bali

Pusat Pertokoan Sudirman Agung
Blok B12,
Jalan Jenderal Sudirman
Denpasar 80225
Tel : +62 361 229894, 255149
Fax : +62 361 255150

Surabaya

Gedung Medan Pemuda 7th Floor
Jalan Pemuda No. 27 - 31
Surabaya 60271
Tel : +62 31 5477300
Fax : +62 31 5477370

Samarinda

Jalan Jenderal Ahmad Yani No. 12
Samarinda 75117
Tel : +62 541 200833
Fax : +62 541 748878

Batam

Komplek Tanjung Pantun Blok R
No. 5. Sei Jodoh, Batam 29433
Tel : +62 778 421066
Fax : +62 778 430492

PT Great Eastern General Insurance Indonesia

MidPlaza 2, 23rd Floor, Jalan Jenderal Sudirman Kav. 10-11
Jakarta 10220, Indonesia
Tel : +62-21 5723737
Fax : +62-21 5710547
Email : wecare-id@greasterngeneral.com
www.greasterngeneral.com/id

INFORMATION & COMMUNICATION TECHNOLOGY LIABILITY INSURANCE



Information & Communication Technology Liability Insurance

Information & Communication Technology Liability Insurance provides protection against legal liability arising from the failure of products, services and/or advice.

The Product

Today's environment

Companies in the information and communication field operate in one of the fastest growing business sectors in the world but also against a backdrop of frequent legal and legislative changes.

Increased litigation

With almost every facet of our working and personal lives becoming increasingly reliant on technology, its interruption or failure can cause critical disruptions. The heightened social awareness of legal rights in such circumstances means the information and communication industries is increasingly becoming the target of litigation.

Increased exposure

Any business or organisation that develops, manufactures, licenses, sells, provides, advises, or integrates any form of information and communication technology and related services is potentially exposed to litigation. The failure of a product or a service or incorrect advice can lead to legal claims against the company.

Just the cost of legal representation itself can be potentially crippling, regardless of whether liability is eventually proven and compensation to a client required. Furthermore, even if the business is found to have no liability, the cost of legal representation is difficult to recover. An added complication beyond increased litigation is the fact that the legal and legislative systems have not evolved as quickly as the technology changes within society.

Important notice:

The information contained herein is subject to the terms, conditions and exclusions of the policy wording, a copy of which can be obtained from PT Great Eastern General Insurance Indonesia, your agent or broker.

What does information and communication technology mean?

It applies to:

- Any computer equipment, software, hardware, or firmware sold, manufactured, produced, installed, repaired, serviced, treated, supplied, distributed, licensed, or shared by the professionals.
- Any service, advice or work provided by the professionals in relation to the above; and also the provision of data processing, data communication services provided by the professionals.

Why do IT professionals need protection?

If a third party suffers a financial loss after receiving the services or relying on the advice of an IT professional, they may have the right to sue for the loss. IT professionals can also be sued by a client who is merely dissatisfied with the work or services that were provided.

Given such possibilities, IT professionals need insurance cover to protect themselves against the potential financial burden of litigation, but also to protect the reputation of their business, their personal integrity and their personal assets.

Insurance cover for legal costs and expenses is important in today's business environment as litigation involving IT professionals can often also be complex in nature and expensive. As a result, it is critical that IT professionals have access to specialised and quality legal representation to safeguard their own interests.

What does Information and Communication Insurance provide?

Information & Communication Technology Liability Insurance incorporates the benefits of a traditional professional indemnity and public and products liability policy while also recognising the specific needs of the information and communication industry.

Our comprehensive cover includes a broad definition of information and communication technology that incorporates products, services and advice and is common to both professional indemnity and public/products liability insurance - all within one policy. It eliminates the need to determine whether a product should be defined as a service or as a good, simplifying the claim process.

For example, if an IT professional designs and installs software or hardware that subsequently fails to meet expectations, would such failure be considered a design error or an installation error? If the professional holds separate professional indemnity and product liability policies, there could be a lengthy process to determine which policy the claim falls under.

We provide IT professionals with the confidence to face the challenges of today's business environment, knowing they will receive the needed assistance and support from Great Eastern Indonesia if they face litigation or prosecution.

Key benefits - Great Eastern Indonesia cover provides protection for:

Errors and omissions - indemnifies IT professional against claims arising from negligent acts, error or omissions incurred in provision of their information and communication technology.

Personal injury and property damage - indemnifies IT professionals against amounts (including defence costs) which they become legally liable to pay by way of compensation in respect of both personal injuries and property damage.

Defence costs - incurred in the investigation or defence of a claim.

Automatic extensions:

- Libel and slander
- Fraud and dishonesty
- Outgoing principals
- Consultants, subcontractors and agents
- Intellectual property
- Joint venture
- Loss of data
- Defence costs for breach of contract
- Unauthorised access

Optional extensions:

- Reinstatement of the limit of indemnity
- Licensee intellectual property rights

IT professionals who can be covered by this product:

- General IT consultants
- Software developers
- Website developers
- Application developers
- Hardware and software resellers
- Hardware designers/manufacturers/importers
- Telecommunication service providers
- Internet service providers (ISP)
- Data processing and data warehousing service providers
- IT education/training service providers
- IT help desk and network support providers

Example of potential claims you could face:

A computer consultant was hired to develop a new accounting system for a company seeking to prepare a comprehensive set of annual accounts. The consultant overlooked a number of aspects, which later led to a defect in the system. The financial data ended up in a terrible mess, with some information being lost. The company subsequently launched a legal claim against the IT consultant for the resulting financial losses.

An internet service provider was acting as a web host for a number of small businesses. However, during the internet service provider's back-up process, the server suffered a power surge and all of the information on the websites was lost. The system's back-up tapes were also found to be corrupted, exposing the service provider to multiple claims and extensive litigation.

A website designer was hired to develop a website for a retail business. However, the designer was unable to deliver a fully functioning website that met the client's requirements as specified in the contract of service. The retail business lodged a claim against the website designer for the website not functioning in time, seeking financial compensation for being unable to start their online business without the website.

What you need to do.

Step 1: Apply

- Approach an authorised Great Eastern Indonesia agent/broker and discuss your requirements, then select the plan that best meets your needs.
- Fill out the proposal form and decide on the mode of payment most convenient to you.

Step 2: Understand the coverages in your Policy

- Upon receiving your Policy, read through the policy wording, and ensure that your needs are correctly and sufficiently met.
- Call your agent/broker immediately for clarifications should you be unclear of any wording.

Step 3: Check your Policy

- Ensure that all details and information are in order.

What should you do in the event of a claim?

- All claims must be made to PT Great Eastern General Insurance Indonesia immediately upon the occurrence of the claim

To report a claim or to obtain a claim form, please contact your insurance advisor or the Great Eastern Indonesia Claims Department at **+6221 572 3737**, email at wecare-id@greateasterngeneral.com or visit our website at www.greateasterngeneral.com/id