

Business Insurance for  
Software and Computer-Related  
Services Companies



INSURING INNOVATION THAT  
CREATES PRODUCTIVITY

Choose The Hartford, an insurance leader  
that knows technology.

# INSURING INNOVATION THAT CREATES PRODUCTIVITY

## WHY TECHNOLOGY COMPANIES CHOOSE THE HARTFORD

- 25+ years of experience insuring technology businesses
- 82,000+ technology customers
- Trusted carrier for 200 years, delivering on our promises to pay claims
- 5th largest U.S. business insurer
- 5th largest U.S. workers' compensation insurer

At The Hartford, we have been insuring the technology industry for more than 25 years. During this time, we have learned that, as quickly as technology evolves so too can a technology company's exposures. To help avoid coverage gaps, The Hartford offers a comprehensive product portfolio, including an innovative suite of technology professional liability (E&O) protection along with other essential business insurance coverages. This gives you peace of mind knowing that your business is well-protected by one of the largest and most well-respected financial services companies in the nation.

## Insurance Designed with Your Business in Mind

Wondering if The Hartford's insurance package is appropriate for your business? Our customized coverage for technology businesses is designed to meet the unique insurance needs of:

- Custom programmers
- Computer consultants
- Systems integrators
- Federal government IT contractors
- Pre-packaged software developers
- Wholesalers of software/hardware
- Other technology service providers

### ***It happened without warning ...***

*Everything went smoothly with the release of your latest software upgrade. Or so you thought. Soon after, customers complain that their computers crash when they install your product. To make matters worse, they sue your company for hundreds of thousands of dollars. The damage to your company's reputation is bad enough. But your product liability insurance does not cover losses arising from faulty software or programming. How will you pay attorneys fees and damages to your customers?*

### ***It was just an accident ...***

*Your design team spent numerous hours creating a Web site they felt met the client's needs perfectly. But weeks after the site launched, you learn that a member of your team accidentally deleted critical content on the site. This created a liability exposure for your client who sues you for restitution. Just when you think things can't get worse, you learn that your general liability insurance will not cover your employee's error. How will you pay for damages to your client - and the legal expenses related to the lawsuit?*

## CLOSING THE COVERAGE GAP

As you can see from the two scenarios at left, just having general liability insurance is not enough. Technology companies need technology professional liability (E&O) coverage. Without it, the consequences can be catastrophic.

Although some technology businesses are required to have E&O coverage as part of their customer contracts, not all insurance companies offer this vital protection, which can leave a potentially costly coverage gap.

# Products that Grow with Your Business

If your business grows rapidly, as many technology businesses do, so does your risk. To help keep pace with your business's growth, our products are flexible enough to offer protection during all the stages of a company's life cycle - from a startup or a sole proprietorship to a large, publicly traded company. Maybe that's why more than 82,000 technology businesses have chosen The Hartford to provide a comprehensive product portfolio to meet their evolving insurance needs.

## Business Insurance Coverage

The Hartford offers some of the broadest insurance coverage available today, with specialized protection for businesses of all sizes.

- **Small business coverage** - Our "gold standard" Spectrum® Business Owners Policy is a comprehensive package containing property, business income and other key coverages. You can broaden your coverage even more by adding our industry-tailored Stretch® endorsements.
- **Midsized to large business coverage** - Our Property Choice® and General Liability Choice® products provide comprehensive protection that includes:
  - *Property Choice* - Computer equipment, media and data, electronic vandalism (damage to data from viruses and other malicious code).
  - *General Liability Choice* - Libel, slander, defamation and product disparagement, including offenses that occur from your Web site, bulletin boards and chat rooms.
- **Additional Coverage:**
  - Workers' Compensation
  - Umbrella
  - Commercial Automobile
  - Management Liability
  - International

## Technology Professional Liability Coverage

In the technology industry it is very important to have professional liability (E&O) coverage; but not all companies need the same level of protection. That's why we developed our FailSafe® product suite, which features three increasingly robust coverage options. Each can be tailored to your unique business needs. Your Hartford agent can help you choose the right FailSafe coverage from these three options:

- **FailSafe MEGA™** is designed exclusively for small businesses, many of whom are first-time buyers looking to satisfy contract requirements. MEGA fits seamlessly with our Spectrum Business Owners Policy and offers basic E&O coverage with low minimum premiums.

- **FailSafe GIGA™ and FailSafe TERA™** are designed for businesses with more sophisticated coverage needs, offering not only E&O protection, but also coverage for content, security, personal injury, first party data security and cyber extortion.

# Services to Help Lower Your Losses

When your business is insured by The Hartford, you can benefit from a variety of services that are designed to help you control your loss costs. We can help you:

- **Improve workplace safety** - The Hartford understands the unique risks that your business faces. We employ loss control specialists that are specially trained to help businesses improve workplace safety and lower losses.
- **Get injured workers back on the job faster** - If one of your employees becomes injured on the job, you'll want to minimize lost productivity and get that employee back to work quickly. The Hartford can help through our Team•Work return-to-work approach, which focuses on the injured employee's abilities and on finding alternative work for them to do.
- **Negotiate claim outcomes** - In your highly competitive industry, reputation can make or break your business. That's why The Hartford employs knowledgeable claims handlers, many of whom are also experienced attorneys, to manage complex general liability and professional liability claims. These professionals can oversee all legal activities, helping to simplify the process and negotiate outcomes.
- **Manage complex claims and track losses** - For large businesses with significant premium or complex claim history, The Hartford offers:
  - A specialized ClaimPlus® team to manage complex claims
  - Our @venture® risk management information system to help track loss trends and patterns so you can direct your efforts where they are most needed

# Trust The Hartford to Insure Your Innovation

The Hartford is a financially strong and stable insurer that knows what insurance protection technology companies need. Why not join the 82,000+ technology companies that have already chosen The Hartford to insure their business?

At The Hartford, we're insuring innovation.



## Contact Your Hartford Agent Today!

We look forward to the opportunity to serve your business insurance needs.

With The Hartford Behind You,  
Achieve What's Ahead of You.

[www.thehartford.com](http://www.thehartford.com)

This document outlines in general terms the coverages that may be afforded under a Hartford policy. All policies must be examined carefully to determine suitability for your needs and to identify any exclusions, limitations or any other terms and conditions that may specifically affect coverage. In the event of a conflict, the terms and conditions of the policy prevail. All Hartford coverages described in this document may be offered by one or more of the property casualty insurance company subsidiaries of The Hartford Financial Services Group, Inc. Possession of these materials by a licensed insurance producer does not mean that such a producer is an authorized agent of The Hartford. To ascertain whether a producer is a Hartford agent, please contact your state's Department of Insurance or The Hartford at 1-888-203-3823. All information and representations herein are as of November 2009.