MARKETING MATERIAL

American International Group UK Limited

PRODUCT PROFILE

AIG CyberEdge

AIG CyberEdge

CyberEdge is an insurance policy which provides the following insurances relating to cyber and data events:

- Security and Privacy Liability insurance,
- Network Interruption insurance,
- Event Management insurance,
- First Response,
- Criminal Reward Fund,
- Telephone Hacking,
- Digital Media Content Liability,
- Computer Crime.

Each of these insurances is provided in its own separate “Coverage Section”, which also contain specific coverage terms and conditions. The policy also has an overriding general terms and conditions section which applies to the whole policy containing various additional terms and conditions.

This document does not contain the full terms and conditions of the Policy. The full terms and conditions are in the Policy itself and its schedule, both of which will be issued following the Policy being taken out or specimens of which can be supplied upon request prior to the Policy being taken out. Scope and terms are subject to the terms and conditions of the policy.

First Response

In the event of an incident, call:

+44 (0) 1273 730992

Key Terms and Conditions

- You will receive assistance for a period of 48 hours at AIG’s expense.
- Your policy retention does not apply to this service and can be used whenever you have an incident.
- This service is provided without prejudice to policy coverage.
- There is no onus of proof, you can use this service even if you suspect an incident.
- This service does not erode the policy limit

You will be provided with updating reports detailing the support and advice provided regarding the incident and next steps.

First Response Service

Your call will be answered by an AIG call center. Your call will be answered in English but a call-back service is available in local language.

1 hr

The Response Advisor will contact you within 1 hour to take initial details of the incident and advise on next steps as well as assisting with the coordination of the response.

The Response Advisor will appoint an IT specialist to assist you in determining what has been affected and how it can be contained, repaired or restored.

You will receive initial legal advice to assist on the requirements to notify regulators and individuals.

If required, the Response Advisor will appoint a Public Relations Advisor to help prevent reputational damage and a Cyber Extortion Advisor to guide you during an extortion or ransomware event.

Coverage Sections

Security and Privacy Liability Coverage Section

Insureds

- the Companies,
- the Companies' principals, partners, directors, officers and employees,
- independent contractors, temporary contract labourers, self–employed persons and labour–only sub–contractors under the direction and direct supervision of Companies but only in relation to services provided to Companies.

Insurance Coverage

This Coverage Section is insurance with regard to data breaches and IT security failures.

It insures:

1. all Companies for actions and investigations by data protection regulators or cybersecurity regulators which arise out of use, processing or control of personal information, a security failure, or a breach of confidential information, providing cover for costs of response and defence and for lawfully insurable data protection fines (Insurance Cover 1.1),
2. all insureds for civil claims (including PCI-DSS assessments):
   - for loss, theft, or unauthorised disclosure or transmission of personal information or third party confidential corporate information (Insurance Cover 1.2(i)),
   - for security failures consisting of intrusion of, unauthorised access to, or unauthorized use of a Company's computer system or unauthorised corruption of software in that computer system (Insurance Cover 1.2(ii)), and
   - for failure to notify subjects or a regulator of an unauthorised disclosure or transmission of personal information (Insurance Cover 1.2(iii)),
   - providing cover for defence costs and damages and, in respect of PCI-DSS assessments, amounts payable in connection with the demand from a payment card association.

Key Exclusions

- Anti-trust (but exclusion does not apply to regulatory investigation alleging unfair competition directly in connection with a security failure or breach of confidential information),
- Assumed liability, guarantee, warranty (with exceptions relating to security failures, breaches of confidential information and payment card industry standards),
- Bodily injury and property damage,
- Employment practices (with exceptions relating to security failures and breaches of confidential information),
- Seizure of computer system by government entity or public authority,
- Infrastructure failure (does not apply to infrastructure under a Company's control),
- Claims by insureds or affiliated entities except by personnel for breach of personal information,
- Patent and infringement or loss of registration rights and misappropriation of trade secrets by of for the benefit of a Company,
- PCI-DSS assessment (unless insured validated as PCI-DSS compliant at the relevant time),
- Securities claims,
- Trading losses, and
- War.

Network Interruption Coverage Section

Insureds

- the Companies.

Insurance Coverage

This Coverage Section is insurance for business interruption, and for costs and expenses, resulting from "Material Interruption", that is:

- suspension or degradation of a computer system causing a Company to be unable to continue its normal operating procedures, and
- loss of or damage to data on a computer system which prevents the Company from having access to the data and from continuing its normal operating procedure.

The Material Interruptions it covers depend on which "Covers" within the Coverage Section the Policyholder purchases. The Covers are:

- Security Failure Cover: Material Interruption to a Company's computer system caused by a security failure consisting of unauthorised access to that computer system or unauthorised corruption of software in that computer system,
- System Failure Cover: Material Interruption to a Company's computer system caused by an unintentional and unplanned outage,
- Voluntary Shutdown Cover: Material Interruption to a Company's computer system caused by the voluntary and intentional shutdown of that computer system after discovery of a security failure in order to limit loss (subject to this being done at the direction of persons stipulated in the policy),
- OSP Security Failure Cover: Material Interruption to an outside service provider's computer system caused by a security failure consisting of unauthorised access to that computer system, and
- OSP System Failure Cover: Material Interruption to an outside service provider's computer system caused by an unintentional and unplanned failure of that system which prevents the outside service provider providing the services which it has contracted with a Company to provide.

In each case, the Material Interruption must exceed a specified number of hours for it to be covered.

With regard to Material Interruptions which are covered, it insures:

1. all Companies for reduction in business income and increased costs of working (subject to time limits) (Insurance Cover 1.1),
2. all Companies for costs of minimising and reducing the impact (Insurance Cover 1.2),
3. all Companies for fees and expenses of forensic accountants to quantify the reduction in business income and increased costs of working (Insurance Cover 1.3).

Key Exclusions

- Betterment: costs of upgrade to higher level than before the insured event if such costs exceed the original cost of the component replaced; software error removal costs,
- Bodily injury and property damage,
- Lost earnings, or costs, from unfavourable business conditions,
- Seizure of computer system by government entity or public authority,
- Infrastructure failure (does not apply to infrastructure under a Company's control),
- Third party claims for legal remedy,
- Patent infringement,
- Trading losses, and
- War.

Event Management Coverage Section

Insureds

- the Companies.

Insurance Coverage

This Coverage Section is an event management expenses insurance relating to cyber and data events.

The events are:

- Breach of Confidential Information, that is the loss, theft, or unauthorised disclosure or transmission of personal information or third party confidential corporate information,
- Security Failure, that is unauthorised access to a Company's computer system or unauthorised corruption of software in that computer system,
- Extortion Threat, that is a demand for money, digital assets, or other consideration to end or avoid an attack on a Company Computer System or end a threat to disclose information about a Company Computer System vulnerability or to unlawfully access, use, disclose or destroy Confidential Information for which a Company is legally responsible, and
- Operational Failure, that is loss of data caused by negligent or unintentional act of an insured or an insured's service provider or by loss or theft of electronic equipment.

The Coverage Section insures all Companies for the events by providing:

- Legal Expenses for a Breach of Confidential Information or Security Failure (Legal Expenses are the fees, costs, and expenses of a law firm co- ordinating an IT services firm and public relations advisor, advising on notifications to regulators or other specified parties, advising on indemnification rights, monitoring complaints by data subjects and advising on responses to the event so as to minimise harm to a Company),
- Cyber Extortion Services (fees, costs and expenses of a firm hired to respond to an Extortion Threat in conducting an investigation, advising on response, containing or resolving the disruption of operations of a Company Computer System, or assisting the Company in negotiating a resolution to the Extortion Threat,
- IT Expenses for a Breach of Confidential Information or Security Failure (IT Expenses are the fees and expenses of an IT services firm looking at how the event has occurred, its impact on data, containing the event and making recommendations for future prevention),
- Data Recovery Expenses for a Breach of Confidential Information, Security Failure or Operational Failure (Data Recovery Expenses are a Company's expenses to identify lost, damaged, destroyed or corrupted Data; restore, recreate, repair or recollect such Data; and repair or replace Bricked Equipment),
- Reputation Protection Expenses for a Breach of Confidential Information or Security Failure (Reputation Protection Expenses are the fees and expenses of a law firm giving advice and support to mitigate reputational damage from media reporting of the event and manage a communications strategy),
- Notification Expenses for a Breach of Confidential Information or Security Failure (Notification Expenses are a Company's expenses of setting up call centres, notifying data subjects and Data or Cyber Regulators and collating information), and
- Credit Monitoring and IT Monitoring Expenses for a Breach of Confidential Information (Credit Monitoring and ID Monitoring Expenses are a Company's expenses of credit and identity theft monitoring to spot possible misuse of personal information).

Key Exclusions

- Betterment: costs of upgrade to higher level than before the insured event if such costs exceed the original cost of the component replaced; software error removal costs,
- Bodily injury and property damage,
- Seizure of computer system by government entity or public authority,
- Extortion Payments,
- Infrastructure failure (does not apply to infrastructure under a Company's control)),
- Internal costs and staff costs,
- Patent infringement or loss of registration rights, misappropriation of trade secrets by of for the benefit of a Company, fees, costs, or expenses incurred in the original creation of trade secrets or the creation of new intellectual property, and
- War.

Criminal Reward Fund Coverage Section

Insureds
- The Companies.

Insurance Coverage
- A reward offered at insurers discretion for information leading to the arrest and conviction of an individual committing an illegal act related to coverage elsewhere in this policy.

Key Exclusions
- Information provided by the company or other linked parties.

Telephone Hacking Coverage Section

Insureds
- The Companies.

Insurance Coverage
- Loss as a result of the unauthorised access and use of the companies telephone systems (the claim must be made within 45 days of the first call charge).

Key Exclusions
- Indirect or consequential loss, and
- Discovery of loss prior to inception date or after expiry date of the policy.

Computer Crime Coverage Section

Insured
- The companies.

Insurance Coverage
- Impersonation fraud,
- Funds transfer fraud.

Key Exclusions
- Loss sustained by one insured to the advantage of another insured,
- Consequential losses,
- Losses committed by a director or partner or major shareholder (shareholding in excess of 5%),
- Losses sustained after knowledge by a director or partner (or senior manager equivalent),
- Loss which is solely dependent on a Profit & Loss computation or comparison of inventory records with an actual physical count,
- Losses arising out of forcible & violent means,
- Voluntary giving or surrendering money or property unless by an employee as covered under Impersonation Fraud, and
- War & terrorism.

Digital Media Content Liability Coverage Section

Insureds
- The Companies,
- The Companies principals, partners, directors, officers and employees,
- Independent contractor, temporary contract labourer, self–employed person, or labour–only sub–contractors, but only when and to the extent they are acting on behalf of a Company and under the direction and direct supervision of a Company,
- a joint venture where a Company maintains operational control, but only to the extent of the Company's interest in such joint venture,
- a natural person or entity which a Company is required by contract to add as an Insured under this policy, but only when and to the extent such natural person or entity is acting on behalf of that Company and under the direction and direct supervision of that Company.

Insurance Coverage
- Claims made against insureds following their positing on the Companies website or social media outlets of digitised content including text, graphics, audio and videos that can be transmitted over the internet or computer networks.

Key Exclusions
- Anti – Trust,
- Assumed liability, guarantee, warranty (with exceptions relating to security failures, breaches of confidential information and payment card industry standards),
- Bodily injury and property damage,
- Employment practices (with exceptions relating to security failures and breaches of confidential information),
- Errors made in financial data,
- False advertising of goods, products or services,
- Government / regulatory actions,
- Infrastructure failure,
- Claims by insureds except unless arising from an independent third party,
- Intentional infringement of intellectual property or disputes around ownership rights,
- Patents or trade secrets,
- Claims arising from internal messaging systems,
- Any prize, price discount given in excess of the total contracted/ expected amount,
- Licencing fees or royalties, trade debts or trading losses,
- Securities claims,
- War and terrorism,
- Violations of the USA Racketeer Influenced and Corrupt Organisation Act 18 USC Section 1961.

General Terms and Conditions (GTC's)

Applicable to the Whole Policy

Insureds

"Company" and "Companies" throughout this product profile are used to refer to the Policyholder and its subsidiaries.

A number of Coverage Sections also insure persons and organisations in addition to the Companies.

See under "Insureds" in the details below for each Coverage Section.

Key Exclusions within the GTC's

All Coverage Sections

- Conduct: (i) wilful disregard or non compliance of rulings or other orders from applicable judicial or regulatory authorities ; (ii) dishonesty, fraud, criminal, reckless or malicious conduct, intentional violation of law,
- Natural disaster,
- Pollution,
- Prior claims and circumstances, and pending or prior proceedings or facts alleged in them,
- Satellite failure,
- Monetary value of cash or monetary instrument (not applicable to the Crime Section),
- Taxes,
- Loss the insurer is prohibited from paying under the law or regulations,
- Claims payments that would put the Insurer in breach of any UK, UN, EU or USA Sanctions

Geographical Scope

Unless otherwise agreed between the insurer and the Policyholder when the policy is entered into and except as otherwise provided by an exclusion or other restrictive language, the policy is for losses, claims and events anywhere in the world.

Law Governing the Policy

England and Wales.

Policy Period

The typical policy period is 12 months

Sums Insured

There are monetary limits and other restrictions to how much the insurer will pay under the policy. These limits are agreed between the insurer and the Policyholder when the policy is taken out.

Cancellation

The policy may be cancelled by the Policyholder providing written notice to the insurer. The policy may be cancelled by the insurer for non–payment of the premium.

Making a claim under the policy

To make a claim under the policy you can use our First Response helpline if immediate assistance/advice is required. Otherwise all notifications must be in writing to:

City Claims Unit – Financial Lines
AIG
The AIG Building
58 Fenchurch Street
London, EC3M 4AB

or by email to claims.pi@aig.com

Section 7.1 of the General Terms and Conditions sets out insureds' obligations when making a claim, including the requirement that written notice is given as soon as practicable. Failure to comply may result in the insurer not having to pay the claim.

Section 7.5 require Companies to complete and sign a written, detailed and affirmed proof of loss for First Party Events, including the details set out in Section 7.5(i).

Other Key Obligations of the Insureds

Defence and Settlement (in section 7.6 of the General Terms and Conditions) You have the obligation to defend and contest a **Claim** or **Data or Cyber Investigation** made against you (provided always that insurers consent has been obtained before any costs are incurred) unless the **Insurer**, in its sole and absolute discretion, elects in writing to take over and conduct the defence and settlement of the **Claim** or **Data or Cyber Investigation**.

Insurer's Consent (in section 7.7 of the General Terms and Conditions) You shall not admit or assume any liability, enter into any settlement agreement, consent to any judgment, incur any **Defence Costs** or incur any other amounts where consent is required under this policy without the prior written consent of the **Insurer**.

Cooperation (in section 7.4 of the General Terms and Conditions) Before any Loss is paid under the policy you shall:

(i) send the Insurer copies of all demands, suit papers, other related legal documents and invoices for **Defence Costs** received as soon as practicable;

(ii) unless required by law, not take any action or fail to take any required action which prejudices the **Insurer's** rights under this policy without the **Insurer's** prior written consent; and

(iii) cooperate, at your own cost, with the **Insurer** and any lawyers appointed.

Subrogation (in section 7.12 of the General Terms and Conditions) Where amounts are paid under this policy the insurer has the right of recovery against any third parties that have caused the loss. In this instance you have the obligation to provide all reasonable assistance and co–operation including the execution of any necessary documents. You must not do anything to prejudice the **Insurer's** rights of recovery.

Other Important Information

Complaints

We believe you deserve courteous, fair and prompt service. If there is any occasion when our service does not meet your expectations please contact us using the appropriate contact details below, providing the Policy Number and the name of the Policyholder to help us deal with your comments quickly.

Claims related complaints

Write to: Head of Financial Lines &
Professions Claims, AIG,
The AIG Building, 58 Fenchurch Street,
London, EC3M 4AB

Call: +44 (0)20 7954 7000
E-mail: claims.fl2@aig.com

All other complaints

Write to: Customer Relations Team, AIG,
PO Box 3465, Croydon, CR90 9A

Call: 0800 012 1301
E-mail: uk.customer.relations@aig.com
Online: www.aig.co.uk/your-feedback

Lines are open Monday to Friday 9.15am – 5pm excluding bank holidays. The Customer Relations Team number above may not be available from outside the UK – so please call from abroad on +44 20 8649 6666. Calls may be recorded for quality, training and monitoring purposes.

We operate a comprehensive complaint process and will do our best to resolve any issue you may have as quickly as possible. On occasions however, we may require up to 8 weeks to provide you with a resolution. We will send you information outlining this process whilst keeping you informed of progress.

If we are unable to resolve your concerns within 8 weeks, you may be entitled to refer the complaint to the Financial Ombudsman Service. We will provide full details of how to do this when we provide our final response letter addressing the issues raised.

Please note that the Financial Ombudsman Service may not be able to consider a complaint if you have not provided us with the opportunity to resolve it.

The Financial Ombudsman Service can be contacted at:

Write to: Financial Ombudsman Service,
Exchange Tower, London E14 9SR

Call: 0800 023 4567 or 0300 123 9123
E-mail: complaint.info@financial-ombudsman.org.uk
Online: www.financial-ombudsman.org.uk

Following this complaint procedure does not affect your rights to take legal action.

The following applies if AIG Europe S.A. is the insurer, or an insurer, of the Policy:

As AIG Europe S.A. is a Luxembourg authorised insurance company, you may, in addition to the complaints procedure set out above, send any complaint you may have regarding AIG Europe S.A. to AIG Europe S.A , which can be contacted in writing at AIG Europe S.A., 35D Avenue JF Kennedy L- 1855 Luxembourg, Grand-Duchy of Luxembourg, by telephone: +352 2700 72 01 or e-mail: luxembourg.complaints@aig.com. AIG Europe S.A. will acknowledge the complaint within 10 business days of receiving it and provide an answer within one month (unless specific circumstances prevent AIG Europe S.A. from doing so, in which case you will be informed). If you are not satisfied with the AIG Europe S.A.'s response, you may contact the Luxembourg Commissariat Aux Assurances (CAA) by writing to CAA, 11 rue Robert Stumper, L-2557 Luxembourg, Grand-Duchy of Luxembourg, by email at reclamation@caa.lu or online through the CAA website: www.caa.lu. Following this complaints procedure or making use of one of the options above does not affect your right to take legal action.

Financial Services Compensation Scheme (FSCS)

American International Group UK Limited is covered by the FSCS. If it is unable to meet its financial obligations you may be entitled to compensation from the scheme, depending on the type of insurance and the circumstances of the claim.

Further information about compensation scheme arrangements is available at www.fscs.org.uk or call (freephone) on 0800 678 1100 or +44 (0)20 7741 4100.

AIG Europe S.A. is not covered by the FSCS.

Privacy

American International Group UK Limited's Privacy Policy is available at www.aig.co.uk/privacy-policy or by requesting a copy from: Data Protection Officer, AIG, The AIG Building, 58 Fenchurch Street, London EC3M 4AB, UK or by email dataprotectionofficer.uk@aig.com

AIG Europe S.A.'s Privacy Policy is available at www.aig.lu/en/privacy or by requesting a copy from: Data Protection Officer, AIG Europe S.A. 35D Avenue John F Kennedy, L-1855 Luxembourg, Grand-Duchy of Luxembourg or by email to: dataprotectionofficer.lu@aig.com.

Before providing us with Personal Information about another individual you must (unless we agree otherwise): (a) inform the individual about the content of this notice and our Privacy Policy; and (b) obtain their permission (where possible) to share their Personal Information with us in accordance with the Privacy Policy.

Outsourcing by AIG Europe S.A.

The following applies if AIG Europe S.A. is the insurer, or an insurer, of the Policy.

The Policyholder acknowledges and expressly accepts that AIG Europe S.A. may outsource certain services, activities or tasks to external providers (which may or may not be (a) regulated; or (b) located in the Grand-Duchy of Luxembourg) (the **Service Providers**).

In this context, the Policyholder expressly accepts that any data which it has provided to AIG Europe S.A., including data which may directly or indirectly identify the Policyholder, or a beneficial owner or an authorized representative of the Policyholder, may be communicated to Service Providers.

The transfer and/or disclosure of information to Service Providers may continue as long as the Policyholder maintains its insurance relationship with AIG Europe S.A.

The list of outsourced services as well as the country of establishment of the Service Providers is available on AIG Europe S.A.'s website at the following address: www.aig.lu/en/professional-secrecy which will be updated from time to time. The Policyholder acknowledges (a) having read and accepted this list (b) that it will visit the website from time to time should it wish to access the most up to date list.

The Insurer

Before the Policyholder purchases the policy, it will be informed whether its insurer for the policy will be American International Group UK Limited or AIG Europe S.A. or both.

American International Group UK Limited

American International Group UK Limited is registered in England: company number 10737370. Registered address:

The AIG Building, 58 Fenchurch Street, London, EC3M 4AB. American International Group UK Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority (FRN number 781109). This information can be checked by visiting the FS Register (www.fca.org.uk/register).

AIG Europe S.A.

AIG Europe S.A. is an insurance undertaking with R.C.S. Luxembourg number B 218806. AIG Europe S.A. has its head office at 35D Avenue John F. Kennedy, L-1855, Luxembourg. AIG Europe S.A. is authorised by the Luxembourg Ministère des Finances and supervised by the Commissariat aux Assurances 11 rue Robert Stumper, L-2557 Luxembourg, Grand-Duchy of Luxembourg, Tel.: (+352) 22 69 11 - 1, caa@caa.lu, www.caa.lu/.

AIG Europe S.A. is deemed authorised by the Prudential Regulation Authority. Subject to regulation by the Financial Conduct Authority and limited regulation by the Prudential Regulation Authority (FRN number 818443). This information can be checked by visiting the FS Register (www.fca.org.uk/register). Details of the Temporary Permissions Regime, which allows EEA-based firms to operate in the UK for a limited period while seeking full authorisation, are available on the Financial Conduct Authority's website.

AIG Europe S.A. is a public limited company (société anonyme) incorporated in the Grand-Duchy of Luxembourg. AIG Europe S.A., UK Branch is registered in England and Wales respectively with branch establishment numbers BR020570. Registered branch office address: The AIG Building, 58 Fenchurch Street, London, EC3M 4AB, United Kingdom.

This provides a summary of cover only, for full details of policy coverage and exclusions refer to the policy wording.

GB0755AR 0726 v2