



CYBER LIABILITY PROFILE

VETERINARIAN PRACTICES

Why would my practice need Cyber Liability Coverage?

A large majority of veterinarians are not aware that their standard insurance coverages (Malpractice, GL, Property, Crime) typically don't provide proper coverage for cyber and privacy liability. Most vets also don't know that they (along with their practice) have a significant exposure to cyber risk and how that same exposure can pose a significant financial threat to their practice(and them as individuals).

Any veterinarian practice that...

- Obtains social security numbers, drivers license numbers, bank account numbers of clients
 - Has access to pet health information
 - Uses an online appointment system
 - Is in the process of going paperless or stores paper files
 - Provides online access for payment
 - Posts pictures or information about pets and/or 'parents' online
 - Relies on their computer network on a daily basis
- ...carries a significant exposure to cyber risk.

Financial Threats to Your Company:

- Costs to comply with federal and/or state required notification. Data breaches in 2010 cost their companies an average of \$214/record.*Ponemon Institute Study
- Regulatory proceedings (including fines and penalties) as a result of a privacy breach.
- Pet owners suing your organizations for damages as a result of a network or security breach
- Liability for the transmission of malicious code to an outside party
- Denial of service attack on your network, causing your computer system to go down and business interruption expenses
- Intellectual property/privacy lawsuits. These include libel/slander arising out of content that is on your internet or intranet site

Given our expertise in underwriting low-premium business...

We recently developed a cyber product that:

- Is modular. You and your agent are able to pick and choose the appropriate coverage lines
- Is on PHL's admitted A++ paper in most states
- Provides industry leading coverage for both 1st party and 3rd party exposures
- We can help you understand. At any point, a cyber underwriter can help explain the coverage to an agent or Insured

Information Needed for a Non-Binding Indication for current or prospective PHL customers:

- One page Cyber Indication sheet

Claim Scenarios for veterinarians:

- Patient health records were on an employee's laptop that was stolen from her office. Pet records on the laptop contained names, health records, addresses and diagnoses for all pets treated in the last 3 years.
- Third-party vendor that hosted a veterinarian's website experienced a security incident. Patient parents who had online bill-pay set up may have had their names, dates of birth and credit card information accessed. State notification is required.
- Veterinarian's computer network is down for 4 days as a result of a Trojan horse attack and are unable to accept any new appointments; resulting in a need to hire experts to come in and correct your system and get it back to where it was functioning
- In an effort to go paperless, cleaning crew discards employee files in an unsecured dumpster. Personal information of all employees is compromised and those affected join a class action suit against the practice.
- A Veterinarian holds a 5K walk to benefit a local animal shelter. They post information regarding the event on their website. They are sued by a dog food company for copyright infringement as the veterinarian did not obtain permission to use their logo



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