

## SME Proposal Form Explained



**1. Do you deploy a business grade firewall at all external gateways of your network and a business grade antivirus application across your entire network, including servers or endpoints?**

Antivirus software protects your computer from malicious software (malware) by detecting and removing it, while firewalls act as a barrier that monitors and controls incoming and outgoing network traffic to prevent unauthorised access. External gateways are where the Insured's computer network connects to another network (e.g. the internet). Business grade means a paid-for product rather than free software.



**2. Do you (or your cloud service provider) back up data that is necessary to run your business at least every 7 days?**

Backups are copies of your important files and data which are stored in a safe place, ensuring you can recover them if your computer crashes, is damaged or experience data loss. Cloud Service Provider means any third party with whom the Insured has a written contract for the provision of computing services, infrastructure platforms or business applications.



**3. Is this backed up data stored in an environment which is completely separate to your network and tested at least every 180 days for integrity?**

Testing backups means making sure that the copies of your important files actually work and can be successfully restored. Storing them in a separate environment, such as on the cloud or an external hard drive, ensures that if something happens to your main system, your backups remain unaffected and can still be used to recover your data.



**4. Do you install critical patches within 30 days of release?**

A critical patch is like a digital band-aid that software developers create and release to fix serious problems or vulnerabilities in their programs, helping to protect your computer from potential threats and keep it running smoothly.



**5. Are you compliant with the Payment Card Industry (PCI) Data Security Standards, if applicable?**

The PCI Data Security Standard (PCI DSS) is a set of security standards to protect sensitive credit card information during transactions, ensuring that businesses handle and process this data securely. It applies to all entities that store, process and/or transmit cardholder data.



**6. Have you suffered any loss or has any claim been made against you or are you aware of any matter that is reasonably likely to give rise to any loss or claim in the last 36 months where you would seek an indemnity from our cyber insurance policy?**

Even if the client was uninsured, have they had any incident that would have led to a claim in the last 3 years?



**7. Do you provide, maintain or operate any cloud, web or data hosting services to or on behalf of third parties?**

Does the insured derive any revenue from the following:

Cloud hosting – is like renting storage space on the internet to store files

Web hosting – is like renting space on the internet to store website data and make it accessible

Data hosting – storing digital information on a server, either locally or on the cloud



**8. You confirm do not have any financial nexus, financial agreements or contractual associations to Russia, Ukraine or Belarus.**

This question is asking if the insured does any business with any entities located in Russia, Ukraine, or Belarus.



**9. Do you have secure remote access to your applications that are necessary to run your business with a minimum of 2 factor authentication?**

Remote access is the ability for users to access the Insured's computer system from any location other than the location noted on the schedule. If this is the case, to login remotely, are users required to authenticate their identity via a minimum of two methods? This could be a password and a passcode sent to your phone.