Commercial Product Update

CYBER RISK MANAGEMENT SERVICES

Introducing Identity Recovery and Data Breach Support Services

Identity Recovery coverage, Data Compromise coverage, and CyberOne coverage can be added to Businessowners and General Liability policies.

In addition to the new coverage options, we will also be providing policyholders access to several risk management tools. Together with our reinsurance partner, Hartford Steam Boiler, we will be offering a toll-free Identity Recovery and Data Breach help-line service. In addition, we will be offering a web based risk management site for Data Compromise and Cyber Attack. Here is an overview of the primary tools our insureds will be able to use.

Identity Recovery Support

Identity Recovery insureds are given access to a toll-free help-line manned by experienced identity theft counselors who can answer questions and provide useful information and resources to identity theft victims. The call center is operated by HSB out of the HSB Valley Forge location near Philadelphia. This phone line is branded for Nationwide.

All calls to the help-line receive counseling with no requirement to verify coverage. Coverage is verified by licensed HSB claims adjusters, effectively insulating the claims staff of Nationwide from the need to handle these claims. Those with verified coverage and a qualifying event are eligible for insurance reimbursement and the services of a third-party Identity Theft case manager.

The third-party case manager will be a *licensed investigator* who can help determine the full extent of the identity theft problem. The investigator will also – with the insured's permission and utilizing a *Limited Power of Attorney* – do much of the identity restoration work that would otherwise have to be done directly by the insured victim. This capability dramatically reduces the personal time required from the victim to restore his or her identity and credit records.

The case manager can assist those insureds who may be at an elevated risk of identity theft due to a lost/stolen wallet or as a result of having their personal information breached by a third party. Additionally, the case manager can help the insured restore important identity related documents.

Turnkey product support includes product development, communications and marketing support and workflow and systems integration. The HSB business model would be to function as the "Identity Recovery Department" for Nationwide.

Data Compromise Support

Insureds having questions pertaining to how to prepare for a breach, identify a breach, or other questions pertaining to breach related best practices can call our breach preparedness help-line. Experienced professionals are able to provide insights to help insureds understand the complicated environment pertaining to breaches of personal information.

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eRiskHub® Risk Management Portal for Data Compromise and CyberOne Insureds

All Nationwide BOP and GL insureds can receive access to a cyber/data breach risk management portal regardless of whether the coverage is purchased. This web portal is provided as a value added service to the Data Compromise and CyberOne programs and is branded for Nationwide.

The portal will help customers understand their data information exposures, help insureds plan and be prepared for a cyber attack or data breach, and establish a response plan to manage the costs and minimize the effects of a data breach.

Key features of the portal include:

- Incident Response Plan Roadmap – suggested steps businesses can take following a cyber attack or data breach incident. Having an incident response plan prepared in advance of a cyber attack or breach can be useful for defense of potential litigation.
- Online Training Modules – ready-to-use training for business owners on privacy best practices and Red Flag Rules.
- Risk Management Tools – assist business in managing its cyber and data breach exposures, including self-assessments and state breach notification laws.
- eRisk Resources – a directory to quickly find external resources on pre- and post-breach disciplines.
- News Center – cyber risk stories, security and compliance blogs, security news, risk management events, and helpful industry links.
- Learning Center – best practices and white papers written by leading authorities.

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