



## Policy certificate

Insurance effected through the Coverholder:

CFC Underwriting Limited  
85 Gracechurch Street  
London EC3V 0AA  
United Kingdom

**PLEASE NOTE – This notice contains important information. PLEASE READ CAREFULLY.**

This Certificate is issued by the Coverholder in accordance with the authorisation granted to the Coverholder under the Binding Authority Agreement with the Unique Market Reference stated within this Policy. This Policy comprises a Certificate, the Schedule, Wording and all other provisions and conditions attached and any endorsements issued.

The liability of an insurer under this contract is several and not joint with other insurers party to this contract. An insurer is liable only for the proportion of liability it has underwritten. An insurer is not jointly liable for the proportion of liability underwritten by any other insurer. Nor is an insurer otherwise responsible for any liability of any other insurer that may underwrite this contract.

The proportion of liability under this contract underwritten by an insurer (or, in the case of a Lloyd's syndicate, the total of the proportions underwritten by all the members of the syndicate taken together) is shown in this Policy.

In the case of a Lloyd's syndicate, each member of the syndicate (rather than the syndicate itself) is an insurer. Each member has underwritten a proportion of the total shown for the syndicate (that total itself being the total of the proportions underwritten by all the members of the syndicate taken together). The liability of each member of the syndicate is several and not joint with other members. A member is liable only for that member's proportion. A member is not jointly liable for any other member's proportion. Nor is any member otherwise responsible for any liability of any other insurer that may underwrite this contract. The business address of each member is Lloyd's, One Lime Street, London EC3M 7HA. The identity of each member of a Lloyd's syndicate and their respective proportion may be obtained by writing to Market Services, Lloyd's, at the above address.

Although reference is made at various points in this clause to "this contract" in the singular, where the circumstances so require this should be read as a reference to contracts in the plural.

In Witness whereof this Certificate has been signed by:

A handwritten signature in black ink, appearing to read 'AR H...', with a wavy line extending to the right.

Authorised Official

Please examine this document carefully. If it does not meet your needs, please contact your broker immediately. In all communications the policy number appearing overleaf should be quoted.



## SCHEDULE

POLICY NUMBER:	ESL0139546166
UNIQUE MARKET REFERENCES:	B087522C9N5051
THE INSURED:	ICT Reverse Asset Management Ltd
ADDRESS:	The Old Reebok, Southgate, Whitelund Industrial Estate Morecambe LA3 3PB UK
THE UNDERWRITERS:	Underwritten by certain underwriters at Lloyd's and other insurers
THE INCEPTION DATE:	00:01 Local Standard Time on 18 Oct 2022
THE EXPIRY DATE:	00:01 Local Standard Time on 17 Oct 2023
TOTAL PAYABLE:	
Broken down as follows:	
Premium:	
Policy Administration Fee:	
Insurance Premium Tax:	
TECHNOLOGY SERVICES:	Hardware Recycling
LEGAL ACTION:	Worldwide excl. US & Canada
TERRITORIAL SCOPE:	Worldwide
RETROACTIVE DATE(S):	
Professional Liability:	16 Apr 2003
REPUTATIONAL HARM PERIOD:	12 months
INDEMNITY PERIOD (CYBER AND PRIVACY cover only):	12 months
WAITING PERIOD:	8 hours
OPTIONAL EXTENDED REPORTING PERIOD:	12 months for 100% of applicable annualised premium
APPROVED CLAIMS PANEL PROVIDERS:	CFC Response
CLAIMS MANAGER:	CFC Underwriting Limited Please report all new claims to: <a href="mailto:newclaims@cfcunderwriting.com">newclaims@cfcunderwriting.com</a>
CYBER INCIDENT MANAGER:	CFC Underwriting Limited
CYBER INCIDENT RESPONSE LINE:	In the event of an actual or suspected cyber incident please call our Cyber Incident Response Team on the toll free 24-hour hotline number: 0800 975 3034 or email <a href="mailto:cyberclaims@cfcunderwriting.com">cyberclaims@cfcunderwriting.com</a>
WORDING:	Technology (GB) v2.0
ENDORSEMENTS:	Complaints Notice (NON USA)



## Subjectivity Condition Clause

## SCHEDULE

### INSURING CLAUSE 1: PROFESSIONAL LIABILITY

#### SECTION A: PRODUCTS AND SERVICES LIABILITY

Limit of liability:	GBP5,000,000	each and every claim, including costs and expenses
Deductible:	GBP2,500	each and every claim, including costs and expenses

#### SECTION B: BREACH OF CONTRACT

Limit of liability:	GBP5,000,000	each and every claim, including costs and expenses
Deductible:	GBP2,500	each and every claim, including costs and expenses

#### SECTION C: SUB-CONTRACTOR VICARIOUS LIABILITY

Limit of liability:	GBP5,000,000	each and every claim, including costs and expenses
Deductible:	GBP2,500	each and every claim, including costs and expenses

#### SECTION D: INTELLECTUAL PROPERTY RIGHTS INFRINGEMENT AND DEFAMATION

Limit of liability:	GBP5,000,000	each and every claim, including costs and expenses
Deductible:	GBP2,500	each and every claim, including costs and expenses

#### SECTION E: REGULATORY COSTS AND FINES

Limit of liability:	GBP5,000,000	each and every claim, including costs and expenses
Deductible:	GBP2,500	each and every claim, including costs and expenses

#### SECTION F: DISHONESTY OF EMPLOYEES

Limit of liability:	GBP5,000,000	each and every claim, including costs and expenses
Deductible:	GBP2,500	each and every claim, including costs and expenses

#### SECTION G: PAYMENT OF WITHHELD FEES

Limit of liability:	GBP5,000,000	each and every claim, including costs and expenses
Deductible:	GBP2,500	each and every claim, including costs and expenses



## INSURING CLAUSE 2: EMPLOYEE CRIME

### SECTION A: INTERNAL THEFT BY AN EMPLOYEE

Limit of liability: GBP100,000 each and every claim

Deductible: GBP1,000 each and every claim

### SECTION B: EXTERNAL THEFT BY AN EMPLOYEE

Limit of liability: GBP100,000 each and every claim, including costs and expenses

Deductible: GBP1,000 each and every claim, including costs and expenses

## INSURING CLAUSE 3: CYBER CRIME

### SECTION A: ELECTRONIC THEFT OF YOUR FINANCIAL ASSETS

NO COVER GIVEN

### SECTION B: ELECTRONIC THEFT OF THIRD PARTY FUNDS HELD IN ESCROW

NO COVER GIVEN

### SECTION C: THEFT OF PERSONAL FINANCIAL ASSETS

NO COVER GIVEN

### SECTION D: EXTORTION

Limit of liability: GBP100,000 each and every claim

Deductible: GBP2,500 each and every claim

### SECTION E: TELEPHONE HACKING

NO COVER GIVEN

### SECTION F: PUSH PAYMENT FRAUD

NO COVER GIVEN

### SECTION G: UNAUTHORISED USE OF COMPUTER RESOURCES

NO COVER GIVEN



## INSURING CLAUSE 4: NETWORK SECURITY & PRIVACY LIABILITY

### SECTION A: NETWORK SECURITY LIABILITY

Limit of liability:	GBP5,000,000	each and every claim, including costs and expenses
Deductible:	GBP2,500	each and every claim, including costs and expenses

### SECTION B: PRIVACY LIABILITY

Limit of liability:	GBP5,000,000	each and every claim, including costs and expenses
Deductible:	GBP2,500	each and every claim, including costs and expenses

### SECTION C: MANAGEMENT LIABILITY

Limit of liability:	GBP5,000,000	each and every claim, including costs and expenses
Deductible:	GBP2,500	each and every claim, including costs and expenses

### SECTION D: REGULATORY INVESTIGATION COSTS

Limit of liability:	GBP5,000,000	each and every claim, including costs and expenses
Deductible:	GBP2,500	each and every claim, including costs and expenses

### SECTION E: PCI FINES, PENALTIES AND ASSESSMENTS

Limit of liability:	GBP5,000,000	each and every claim, including costs and expenses
Deductible:	GBP2,500	each and every claim, including costs and expenses

## INSURING CLAUSE 5: CYBER INCIDENT RESPONSE

### SECTION A: INCIDENT RESPONSE COSTS

Limit of liability:	GBP5,000,000	each and every claim
Deductible:	GBP0	each and every claim

### SECTION B: LEGAL AND REGULATORY COSTS

Limit of liability:	GBP5,000,000	each and every claim
Deductible:	GBP2,500	each and every claim



#### SECTION C: IT SECURITY AND FORENSIC COSTS

Limit of liability:	GBP5,000,000	each and every claim
Deductible:	GBP2,500	each and every claim

#### SECTION D: CRISIS COMMUNICATION COSTS

Limit of liability:	GBP5,000,000	each and every claim
Deductible:	GBP2,500	each and every claim

#### SECTION E: PRIVACY BREACH MANAGEMENT COSTS

Limit of liability:	GBP5,000,000	each and every claim
Deductible:	GBP2,500	each and every claim

#### SECTION F: THIRD PARTY PRIVACY BREACH MANAGEMENT COSTS

Limit of liability:	GBP5,000,000	each and every claim
Deductible:	GBP2,500	each and every claim

#### SECTION G: POST BREACH REMEDIATION COSTS

Limit of liability:	GBP50,000	each and every claim
Deductible:	GBP1,000	each and every claim

#### INSURING CLAUSE 6: SYSTEM DAMAGE AND BUSINESS INTERRUPTION

##### SECTION A: SYSTEM DAMAGE AND RECTIFICATION COSTS

Limit of liability:	GBP5,000,000	each and every claim
Deductible:	GBP2,500	each and every claim

##### SECTION B: DIRECT LOSS OF PROFITS AND INCREASED COST OF WORKING

Limit of liability:	GBP5,000,000	each and every claim
Deductible:	GBP2,500	each and every claim

##### SECTION C: ADDITIONAL INCREASED COST OF WORKING

Limit of liability:	GBP50,000	each and every claim
Deductible:	GBP2,500	each and every claim



#### SECTION D: DEPENDENT BUSINESS INTERRUPTION

Limit of liability:	GBP5,000,000	each and every claim
Deductible:	GBP2,500	each and every claim

#### SECTION E: CONSEQUENTIAL REPUTATIONAL HARM

Limit of liability:	GBP50,000	each and every claim
Deductible:	GBP2,500	each and every claim

#### SECTION F: CLAIM PREPARATION COSTS

Limit of liability:	GBP25,000	each and every claim
Deductible:	GBP2,500	each and every claim

#### SECTION G: HARDWARE REPLACEMENT COSTS

Limit of liability:	GBP5,000,000	each and every claim
Deductible:	GBP2,500	each and every claim

#### INSURING CLAUSE 7: GENERAL LIABILITY

NO COVER GIVEN

#### INSURING CLAUSE 8: EMPLOYERS' LIABILITY

NO COVER GIVEN

#### INSURING CLAUSE 9: COMMERCIAL PROPERTY

NO COVER GIVEN

#### INSURING CLAUSE 10: BUSINESS INTERRUPTION

NO COVER GIVEN

#### INSURING CLAUSE 11: LEGAL EXPENSES

NO COVER GIVEN

#### INSURING CLAUSE 12: DIRECTORS AND OFFICERS LIABILITY

NO COVER GIVEN





#### INSURING CLAUSE 13: LOSS MITIGATION

Limit of liability:	GBP5,000,000	each and every claim, including costs and expenses
Deductible:	GBP2,500	each and every claim

#### INSURING CLAUSE 14: REPUTATION AND BRAND PROTECTION

Aggregate limit of liability:	GBP100,000	in the aggregate
Deductible:	GBP0	each and every claim

#### INSURING CLAUSE 15: COURT ATTENDANCE COSTS

Aggregate limit of liability:	GBP100,000	in the aggregate
Deductible:	GBP0	each and every claim



## OUR REGULATORY STATUS

CFC Underwriting Limited is authorized and regulated by the United Kingdom Financial Conduct Authority (FCA). CFC Underwriting Limited's Firm Reference Number at the FCA is 312848. These details may be checked by visiting the Financial Conduct Authority website at <https://register.fca.org.uk/>. Alternatively the Financial Conduct Authority may be contacted on +44 (0)20 7066 1000.

We are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if we cannot meet our obligations to you in respect of insurance policies that we have underwritten on behalf of insurers. This depends on the type of business and the circumstances of the claim. In respect of general insurance business the FSCS will cover 90% of the claim, without any upper limit and for compulsory classes of insurance, the FSCS will cover 100% of the claim, without any upper limit. Further information about compensation scheme arrangements is available from the FSCS.

## HOW TO COMPLAIN

We intend to provide an excellent service to you. However, we recognize that there may be occasions when you feel that this has not been achieved. If you are unhappy with any aspect of the service that you receive from us, please contact your insurance broker in the first instance, stating the nature of your complaint, the certificate and/or claim number.

Alternatively, you can contact us directly at [enquiries@cfcunderwriting.com](mailto:enquiries@cfcunderwriting.com) or please write to:

Chief Executive Officer  
CFC Underwriting Limited  
85 Gracechurch Street  
London EC3V 0AA  
United Kingdom

If after taking this action you are still unhappy with the response it may be possible in certain circumstances for you to refer the matter to Lloyd's of London. The contact details are as follows:

Complaints Department  
Fidentia House  
Walter Burke Way  
Chatham  
Kent ME4 4RN  
Telephone +44 (0)20 7327 5693  
:  
E-mail: [complaints@lloyds.com](mailto:complaints@lloyds.com)

Your complaint will be acknowledged promptly in writing.

A decision on your complaint will be provided to you, in writing, within 8 weeks of the complaint being made.

If you remain dissatisfied after receiving the response, you may have the right to refer your complaint to the Financial Ombudsman Service (FOS). The contact details are as follows:



Financial Ombudsman Service  
Exchange Tower  
London  
E14 9SR  
United Kingdom  
Telephone from +44 20 7964 0500  
outside the UK:  
Telephone from inside 0800 023 4 567  
the UK:  
Fax: +44 20 7964 1001

The existence of this complaints procedure does not affect any right of legal action you may have against CFC Underwriting Limited or Lloyd's as detailed in the Service of Suit condition on the last page of your policy.

## DATA PROTECTION NOTICE

We collect and use relevant information about you to provide you with your insurance cover or the insurance cover that benefits you and to meet our legal obligations. Where you provide us or your agent or broker with details about other people, you must provide this notice to them.

The information we collect and use includes details such as your name, address and contact details and any other information that we collect about you in connection with the insurance cover from which you benefit. This information may include more sensitive details such as information about your health and any criminal convictions you may have.

In certain circumstances, we may need your consent to process certain categories of information about you (including sensitive details such as information about your health and any criminal convictions you may have). Where we need your consent, we will ask you for it separately. You do not have to give your consent and you may withdraw your consent at any time. However, if you do not give your consent, or you withdraw your consent, this may affect our ability to provide the insurance cover from which you benefit and may prevent us from providing cover for you or handling your claims.

The way insurance works means that your information may be shared with, and used by, a number of third parties in the insurance sector for example, insurers, agents or brokers, reinsurers, loss adjusters, sub-contractors, regulators, law enforcement agencies, fraud and crime prevention and detection agencies and compulsory insurance databases. We will only disclose your personal information in connection with the insurance cover that we provide and to the extent required or permitted by law.

We will process individual insured's details, as well as any other personal information you provide to us in respect of your insurance cover, in accordance with our privacy notice and applicable data protection laws.

To enable us to use individual insured's details in accordance with applicable data protection laws, we need you to provide those individuals with certain information about how we will use their details in connection with your insurance cover.

You agree to provide to each individual insured this notice, on or before the date that the individual becomes an individual insured under your insurance cover or, if earlier, the date that you first provide information about the individual to us.



We are committed to using only the personal information we need to provide you with your insurance cover. To help us achieve this, you should only provide to us information about individual insureds that we ask for from time to time.

You have rights in relation to the information we hold about you, including the right to access your information. If you wish to exercise your rights, discuss how we use your information or request a copy of our full privacy notice, please contact us directly at [enquiries@cfcunderwriting.com](mailto:enquiries@cfcunderwriting.com).

For more information about how we use your personal information please see our full privacy notice, which is available online on our website at:

<http://www.cfcunderwriting.com/privacy>