Technology Office Information Reference

In addition to the information contained on the insurance application, the following information is required by Travelers when completing the policy screens for **Technology Office** risks in 2nd Gen Travelers***Express***sm for ***Master Pac***sm.

The information requested in this document is specifically designed to assist you with gathering information so that you may obtain a ***Master Pac*** quote. The information gathered from this document is not intended to supplement or replace the insurance application. The data captured on this document should be entered into the Travelers 2nd Gen system to start the quoting process. While completion of this document is not required, if you elect to use it, a copy should be kept in your file for the account.

General Operations

- Develops or supports software, services or equipment found on the "List of Operations Ineligible for Select" located on Page 2?
  ☐ Yes ☐ No
- Has operations found on the "List of Ineligible Operations" located on Page 3? ☐ Yes ☐ No

If the response is "Yes" to either of the two questions above, the risk is not eligible for Select. Please complete account establishment in 2nd Gen to receive formal declination and/or additional direction

- Year business established or acquired: _____
- Total annual sales: $_____
- Total annual payroll: $_____
- Electronic records are backed up daily and stored at an offsite location: ☐ Yes ☐ No
- Contingency plans are in place for replacing equipment and/or relocating to facilities with appropriate services such as Internet connectivity and network wiring: ☐ Yes ☐ No
- Operations are subcontracted or subcontractors hired for service, maintenance or repair: ☐ Yes ☐ No
  - If yes, Subcontractors required to provide proof of insurance with General Liability limits at least equal to the applicant's:
    ☐ Yes ☐ No
- Number of employees (including owners) required to regularly (at least twice per week) use their personal vehicles in the conduct of day-to-day business activities _____
- Owns or operates a social media or interpersonal networking website ☐ Yes ☐ No
- Enter the percentage of sales from the following operations or services (totals may not equal 100%):
  - Internet access, connectivity, renting or leasing server space to others; e.g. Application Service Provider (ASP "cloud computing") or web hosting _____%
  - Design or develop custom or prepackaged software for others _____%
  - Design or develop websites for others _____%
  - Integrate software or configure computer equipment into a single operating environment (i.e. system integrator) _____%
  - Value-Added Reseller(VAR) of customized computers or equipment _____%
  - IT or communication system support, maintenance or installation for others _____%
  - Information technology training or instruction to individuals regarding electronic hardware, software or equipment repair _____%
  - Recommend IT solutions, provides advice, consultation or training to clients _____%
  - Provide or resell telecommunication or internet services (e.g. Wi-Fi, VoIP, Cable) _____%
  - Data processing, preparation or storage services on behalf of its clients _____%
  - Management of Information Technology (IT) operations of other's at the client's site _____%

Premises Protection

- Percentage of building sprinklered: ☐ 100% ☐ 80% to 99% ☐ <80% ☐ None

If the building has an automatic sprinkler system and TIV >$5,000,000, the following information is needed:

- Type of Sprinkler Alarm: ☐ Central Station ☐ Local Gong ☐ Proprietary ☐ None
- If a contractor is responsible for sprinkler system maintenance and inspection, indicate frequency:
  ☐ Yes – Monthly ☐ Yes – Quarterly ☐ Yes – Semi-Annually ☐ Yes – Annually ☐ Not Maintained/Inspected

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TRAVELERS

Additional Information Required by Classification

Data Processing or Business Processing Outsourcing

- Performs processing services or handles transactions for others involving financial, human resources, health care or billing information?
  ☐ Yes ☐ No

Information Search, Retrieval and Indexing Services

- Supports services that enable others to track individual behavior, i.e. behavioral marketing science? ☐ Yes ☐ No

Information Technology Schools

- Core curriculum includes subject matter other than information technology training (e.g. math, science, history, language courses)
  ☐ Yes ☐ No

Telecommunication and Internet Services

- Sole service is to provide clients with access to or connection to the Internet (i.e. ISP) ☐ Yes ☐ No
- Creates or maintains websites or services whose primary purpose pertains to social media or interpersonal networking ☐ Yes ☐ No
- Installs or repairs cable TV, satellite, telephone or other telecommunication services for business customers ☐ Yes ☐ No
  - If Yes, indicate if operations include:
    - Underground work, trenching, or excavation ☐ Yes ☐ No
    - Installation outside of a building at heights above ground level ☐ Yes ☐ No

Website Design or Services Including ASPs or Web Hosting

- Does the applicant create or support websites or services whose primary purpose is Social Media or interpersonal networking, or to allow others to track individual behavior i.e. behavioral marketing
  ☐ Yes ☐ No
- Formal procedures are in place for investigating a hosted website when someone complains the website is offering or selling counterfeit goods or products or is otherwise infringing on the intellectual property rights of others? ☐ Yes ☐ No
  - If yes, who is responsible for determining the legitimacy of the complaint or alleged infringement and if any changes are necessary (select one of the following):
    ☐ An officer or senior leader of the company ☐ An employee within Sales or Marketing Department
    ☐ Legal counsel ☐ Other: _____

Miscellaneous Operations

- **List of Operations Ineligible for Select** - The exposures listed below are ineligible for Select; however should be submitted to Global Technology for consideration if their total receipts exceed $3,000,000.

o Alternative clean/green energy (e.g. Solar or Wind) - design, development or R&D of energy related products, software, systems or management services o Architecture, construction, & engineering Software (e.g., CAD or CAM) o Behavioral marketing or monitoring o Billing transactional services o Biometric premises security authentication o Digital or online media publishing o Domain name registrar o Electronic health records applications	o Financial transactional or real time software or services (e.g. Banking, billing, investing, predictive modeling, stock transactions) o Industrial machinery- software or equipment used in the manufacturing process o Legal software or services o Medical equipment, devices or software o Medical Offices/Health Care Facilities management software o Military or Defense Department applications	o Pay per click or search engine optimization-software or services for others to optimize website search results o Physical security or alarm system products o Physical Security – premises/perimeter security software, services or monitoring o Quality control software/systems or industrial process control systems o Radio frequency identification devices (RFID)

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- **List of Operations Ineligible for Travelers-** The following information technology services are higher hazard and not within Travelers appetite for Technology risks. Ineligible businesses include those that develop, design, service, install or maintains software or services with an end application listed below:

  - Aerospace industry - applications, services, software, hardware or products
  - Aircraft industry - applications, services, software, hardware or products
  - Alternative energy or clean energy - other than solar or wind software or equipment
  - Amusement
    - Amusement parks or games
    - Online lotteries, sweepstakes, or contests
  - Auction
    - Online auction sites and services;
    - Group buying or coupon sites or services; or
    - Barter sites or services
  - Automobile industry – including trucks, buses, motorcycles and mobile equipment-applications, services, software, hardware or products
  - Chemical/petrochemical: including process control or monitoring activities
  - Emergency
    - Traffic/transportation control communications software, services or equipment (e.g., air, water, land, rail, 911, or safety response or dispatch)
    - Disaster recovery software or services including modeling or mapping
    - Including mobile applications used in connection with these activities
  - Environmental/Pollution- including process control or monitoring activities
  - Geographic/Geo-spatial, Global Positioning/Navigation-GPS, RF Tracking, Map Direction Services or searches that identify nearby businesses or local conditions (software, virtual/online or equipment)
  - Industrial equipment - software or equipment utilized in the manufacturing process
  - Internet sales/services-including mobile applications used in connection with these activities:
    - Dot.coms involved in online information sharing;
    - Music or movie sales or downloads;
    - Retail or wholesale sale of consumer products, other than technology software or services designed or developed by the application and sold or services via the Internet; or
    - Travel agencies or services
  - Manufacturing process software/integration
  - Military operations- applications, services, software, hardware or products
  - Mobile applications developers
  - NanoTechnology, nano materials, equipment or any products: involving particles at the atomic, molecular, or macromolecular level (i.e., approximately 1-100 nanometer)
  - Nuclear industry - applications, services, software, hardware or products
  - Petrochemical industry- applications, services, software, hardware or products
  - Pornographic/sexually explicit material
  - Professional employee leasing firms
  - Quality control software/systems
  - Recycling or E-cycling – hard drives, computers, phones, electronic equipment
  - Regulatory compliance software/systems
  - Research & Development- solely in the business of developing, inventing, testing or creating new knowledge without the intention of releasing an end product for sale of public use by your business or company
  - Risks that are not developers of technology, but merely use technology or operate their business on the Internet – including but not limited to:
    - Banking or credit services
    - Dating/escort services
    - Gambling or gaming
    - Internet sales
    - Music sales or downloads
    - Online lotteries, sweepstakes or contests
    - Social Networks (My Space, Facebook, etc.)
    - Travel services
  - Satellite or space communications
  - Security software and services (premises or restricted access to a location/building/room including identity recognition)
  - Social networking-including mobile applications used in conjunction with these activities:
    - Dating, friending or escort sites;
    - Mobile applications used in connection with social networking and Messing boarding; or
      Social networks or message boards (e.g., Facebook, Twitter, Linkedin)
  - Software with a severe products liability exposure
  - Spacecraft industry - applications, services, software, hardware or products
  - Watercraft, cruise liners, shipyards - applications, services, software, hardware or products

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