

# Information and Communication Technology Proposal form

QBE Insurance (Singapore) Pte Ltd



## Notice to the Proposed Insured

Your duty of disclosure - If a proposer does not fully and faithfully give the facts as he knows them or ought to know them, he may receive nothing from the policy. A sample policy wording is available on request.

## Your business

Name(s) in full of all entities to be insured

|  |
|--|
|  |
|  |
|  |
|  |

Websites

|      |
|------|
| www. |
| www. |
| www. |
| www. |

Please list the locations from which you conduct business including overseas domiciled locations:

|  |
|--|
|  |
|  |
|  |
|  |

Commencement date of your business  /  /

Please provide the following details in respect of your principals or directors:

| Name | Qualifications | Year qualified | Years practicing as principal |               |
|------|----------------|----------------|-------------------------------|---------------|
|      |                |                | This firm                     | Previous firm |
|      |                | / /            |                               |               |
|      |                | / /            |                               |               |
|      |                | / /            |                               |               |
|      |                | / /            |                               |               |

## Business details

Please supply total numbers of

|                                   |                      |
|-----------------------------------|----------------------|
| Partners / principals / directors | <input type="text"/> |
| Professional staff                | <input type="text"/> |
| Consultants                       | <input type="text"/> |
| System analysts / designers       | <input type="text"/> |

|                           |                      |
|---------------------------|----------------------|
| Programmers               | <input type="text"/> |
| Sales & marketing         | <input type="text"/> |
| Administration / supports | <input type="text"/> |
| Other (please specify)    | <input type="text"/> |
| <b>Total</b>              | <input type="text"/> |

## In the past five(5) years

- (a) Has the name of the business changed?  Yes  No
- (b) Have you purchased or merged with any other business?  Yes  No
- (c) Have you sold or demerged from any other business?  Yes  No
- (d) Do you require cover for any subsidiary, joint venture or associated company?  Yes  No
- (e) Do you expect any significant change to your operations or the development and release of new services/products over the next twelve (12) months?  Yes  No

If 'yes' to any of the above, please supply details:

|  |
|--|
|  |
|--|

## Financial details

Please supply details of your total revenue (include fee income) from the countries in which you conduct business:

| Country      | Revenue last financial year | Revenue current financial year (forecast) | Revenue next financial year (forecast) |
|--------------|-----------------------------|---|--|
|              | \$                          | \$  | \$                                     |
|              | \$                          | \$  | \$                                     |
|              | \$                          | \$  | \$                                     |
|              | \$                          | \$  | \$                                     |
|              | \$                          | \$  | \$                                     |
| <b>Total</b> | \$                          | \$  | \$                                     |

## Financial details

Please state the approximate percentage of your activities (based on revenue current financial year-forecast) applicable to each region:

| Asia | Australia | USA/Canada | Europe | Other | Total |
|------|-----------|------------|--------|-------|-------|
| %    | %         | %          | %      | %     | %     |

Please supply details of your turnover for the following:

| Revenue by type of client | Last financial year | Current financial year (forecast) | Next financial year (forecast) |
|---------------------------|---------------------|-----------------------------------|--------------------------------|
| Government                | %                   | %                                 | %                              |
| Finance and banking       | %                   | %                                 | %                              |
| Commercial / industrial   | %                   | %                                 | %                              |
| <b>Total</b>              | %                   | %                                 | %                              |

## Business activities

Please provide the precise nature of the activities of the business, including primary purpose of the software/systems provided, sold or licensed including details of any advice provided.

| Type of service  | Current financial year (forecast) | Type of service   | Current financial year (forecast) |
|--|-----------------------------------|---|-----------------------------------|
| IT consultancy   | %                                 | Facilities management                                       | %                                 |
| IT security consultancy                                  | %                                 | Data processing/entry and bureau services                   | %                                 |
| Project management                                       | %                                 | Website design  | %                                 |
| Bespoke software development                             | %                                 | Website hosting   | %                                 |
| Own shrink wrap/prepackaged software (sale)              | %                                 | Data hosting  | %                                 |
| Own customisable software (sale)                         | %                                 | Cloud hosting   | %                                 |
| Third party shrink wrap/prepackaged software (reselling) | %                                 | Internet service provision                                  | %                                 |
| Third party customisable software (reselling)            | %                                 | Application service provision                               | %                                 |
| Software maintenance/support - own developed             | %                                 | Application developer                                       | %                                 |
| Software maintenance/support - third party developed     | %                                 | IT recruitment/provision of IT contractors                  | %                                 |
| Software/system installation                             | %                                 | Telecommunications provider (own network)                   | %                                 |
| Software/system integration                              | %                                 | Telecommunications/network consultant (third party network) | %                                 |
| Sale/supply of hardware                                  | %                                 | Training and education                                      | %                                 |
| Hardware manufacturing and sales of such hardware        | %                                 | Systems audit/certification                                 | %                                 |
| Hardware maintenance/installation                        | %                                 | SCADA   | %                                 |
| Hardware sales (third party hardware)                    | %                                 | Miscellaneous   | %                                 |
| Cabling  | %                                 | <b>Total</b>  | %                                 |

Are any of your products / services:

- Intended for use in industrial/process control systems, SCADA systems, robotic and/or enterprise resource planning?  Yes  No
- Intended for use in aviation, navigation, radar, railway, aircraft, watercraft, military installations and/or warfare equipment?  Yes  No
- Intended for use in any surgical/medical application or equipment?  Yes  No
- Intended for use in any pollution control system, nuclear, energy, power, water and/or oil/gas/petrochemical installation?  Yes  No
- Intended for use for/in trading systems used in wagering, financial markets and/or crypto- currency markets?  Yes  No
- Intended for use in the provision of any adult content/pornographic material?  Yes  No
- Intended for use in emergency, fire and/or the security industry?  Yes  No

**Is the failure of any of your products/services likely to result in any of the following outcomes:**

- Loss of life or injury to a person?  Yes  No
- Destruction or damage to physical property?  Yes  No
- Immediate and severe financial loss?  Yes  No
- Significant cumulative financial loss?  Yes  No

If 'yes' to any of the above, please provide details

**Contracts and contractual management**

Please provide details of the five (5) largest contracts you have undertaken or completed in the last three (3) years, including those currently ongoing

| Customer name | Contract period | Contract value (total) | Contract value (to you) | Country and industry sector in which the contract was performed | Brief description of work undertaken by you |
|---------------|-----------------|------------------------|-------------------------|---|---|
|               | From:<br>To:    | \$                     | \$                      |   |   |
|               | From:<br>To:    | \$                     | \$                      |   |   |
|               | From:<br>To:    | \$                     | \$                      |   |   |
|               | From:<br>To:    | \$                     | \$                      |   |   |
|               | From:<br>To:    | \$                     | \$                      |   |   |

Please supply the following details in respect of your contractual management procedures:

- (a) What is the average contract value undertaken by you?  \$
- (b) What is the average contract duration undertaken by you?  Months
- (c) Are all of your contracts subject to your standard terms and conditions?  Yes  No
- (d) Please outline the percentage of contracts that you enter into which are not subject to standard terms and conditions  %
- (e) Do you obtain legal advice on all contracts and contract variations?  Yes  No
- (f) Do your contracts include a Statement of Work (SOW) outlining specific services / products to be provided?  Yes  No
- (g) Do you ever accept liability for consequential damages, special or indirect damages, loss of profits or liquidated damages?  Yes  No
- (h) Do you include a limitation of your liability to the cost of services or cost of the products provided?  Yes  No
- (i) Do you enter into fixed price contracts?  Yes  No
- (j) Do you ever agree to limit the liability of suppliers, manufacturers, contractors, resellers or customers?  Yes  No
- (k) Aside from intellectual property, death, personal injury or property damage, do you ever agree to indemnify or hold harmless suppliers, manufacturers, contractors, resellers or customers?  Yes  No
- (l) Has there ever been an occasion where your company has entered into a contract which could not be fulfilled?  Yes  No

**Contractors**

- (a) Do you engage consultants, sub-contractors or agents?  Yes  No
- (b) What percentage of your work is performed by consultants, subcontractors or agents?  %
- (c) Do you always enter into agreements with consultants, sub-contractors or agents?  Yes  No
- (d) Do you require all consultants, sub-contractors or agents to carry own professional indemnity (E&O) and personal injury & property damage (GL) insurance?  Yes  No
- (e) Do consultants, sub-contractors or agents always agree to indemnify you in contracts?  Yes  No

Please describe the type of services or products performed/provided by the consultants, sub-contractors or agents?

## Risk management

Please supply the following details in respect of your risk management procedures:

- (a) Do you obtain customer sign-off prior to the commencement of work?  Yes  No
- (b) Do you obtain customer sign-off upon reaching project milestones?  Yes  No
- (c) Do you conduct testing prior to final handover to the customer?  Yes  No
- (d) Do you obtain written acceptance from the customer upon project completion?  Yes  No
- (e) Do you have a formal process for selecting customers, resellers, vendors and suppliers?  Yes  No

What clearance procedures do you have in place to ensure that you do not infringe a third party's Intellectual Property (IP)?

- (a) Do you obtain legal advice from IP lawyers prior to releasing any new products or software?  Yes  No
- (b) Are all employees required to sign a statement agreeing not to distribute or utilise former employers' trade secrets?  Yes  No
- (c) Do contractors used for software development sign copyright license agreements assigning all rights to you?  Yes  No
- (d) How many patents do you currently own or are pending approval?

Please outline your top three (3) competitors:

|                         |                         |                         |
|-------------------------|-------------------------|-------------------------|
| 1. <input type="text"/> | 2. <input type="text"/> | 3. <input type="text"/> |
|-------------------------|-------------------------|-------------------------|

If you are providing hosted services or data center services, what redundancies and continuity procedures do you have in place to ensure network reliability should system failure occur?

Please describe the procedures you have in place to protect your customers' private/personally identifiable information?

## Claims details

Has any partner, principal, director or staff member ever been subject to disciplinary proceedings for professional misconduct?  Yes  No

If 'Yes', please supply details.

- a) Have any claims for negligence or breach or professional duty been made in the last ten (10) years against the business or any of its predecessors in business or any prior business of any of its present or former partners, principals or directors, or have circumstances been notified to insurers that might give rise to a claim?  Yes  No
- b) Have you had any claims made against you for Information & Communication Technology Liability including professional indemnity & product liability?  Yes  No

If 'Yes', to either a) or b) please provide the following details in respect to each matter.

| Date matter notified | Name of insurer (if any) | Name of claimant or potential claimant | Brief description of the matter | Amount paid or estimate of potential liability | Is matter finalised or outstanding? |
|----------------------|--------------------------|--|---------------------------------|--|-------------------------------------|
| / /                  |                          |  |                                 |  |                                     |
| / /                  |                          |  |                                 |  |                                     |
| / /                  |                          |  |                                 |  |                                     |

Are any of the partners, principals or directors, after enquiry, aware of any claim or circumstance that might give rise to a claim against the business or any prior business or any of their present or former partners, principals or directors, which matter is not referred to above?  Yes  No

If 'Yes', please provide the following details in respect to each matter.

| Name of claimant or potential claimant | Brief description of the matter | Estimate of potential liability |
|--|---------------------------------|---------------------------------|
|  |                                 |                                 |
|  |                                 |                                 |
|  |                                 |                                 |

Has your business or practice or any partner, principal or director ever been declined this type of insurance, or had similar insurance cancelled, or had an application for renewal declined, or had special terms or restrictions imposed?  Yes  No

If 'yes', please supply details:

## Your insurance details

Do you presently carry or has the business ever carried Information and Communication Technology Liability Insurance?  Yes  No

If 'Yes', please provide details:

|             |  |                                     |  |
|-------------|--|-------------------------------------|--|
| Insurer     | <input type="text"/>   |                                     |  |
| Expiry date | <input type="text"/> / <input type="text"/> / <input type="text"/> | Retroactive date                    | <input type="text"/> / <input type="text"/> / <input type="text"/> |
| Limit       | Professional Indemnity \$ <input type="text"/>                     | Personal injury and property damage | \$ <input type="text"/>  |

Please indicate if the below cover is important to you:

- (a) Patent right infringement cover (this is critical if you engage in work such as R&D, software development, programming, customization, bespoke solutions)  Yes  No
- (b) Limitation of liability cover (this is critical if you e.g. agree in contract to limit the liability of any third party such as suppliers, manufacturers, contractors, resellers, customers)  Yes  No
- (c) Contractual liability cover (this is critical if you e.g. agree in contract to indemnify or hold harmless any third party such as suppliers, manufacturers, contractors, resellers, customers)  Yes  No
- (d) Return of fees cover (this is critical if you e.g. enter into large contracts, enter into fixed price contracts, agree in contracts to limit your liability to the return of fees)  Yes  No
- (e) Privacy cover (this is critical if you e.g. handle any personally identifiable information)  Yes  No

Please provide the following information which will increase the underwriters understanding of your company

- marketing material outlining your company's capabilities;
- copy of customer, supplier, contractor agreements;
- copy of quality assurance, risk management, disaster recovery plan and due diligence procedures;
- due diligence procedures for intellectual property clearances.

## Declaration

### Consent for Personal Data

To process, administer, and/or manage your relationship, account and policy with QBE Insurance (Singapore) Pte Ltd ("QBE"), hereinafter referred to as "we", "us", "our", we will necessarily need to collect, use, disclose and/or process your personal data or personal information about you. These personal data includes (i) information set out herein and any other personal information provided by you or possessed by us; and (ii) your claims. Such personal data will be collected, used, disclosed and/or processed by us for the purpose(s) as stated in the QBE Privacy Policy, which is available online at <http://www.qbe.com.sg/privacy-policy.html>

I the undersigned, after enquiry declare as follows:

1. I am authorised by each of the other entities to be insured to complete this proposal form.
2. I have read and understood the notice to the proposed insured at the back of the proposal form.
3. I have read this proposal form and the accompanying documents and acknowledge the contents of same to be true and complete.
4. I understand that, up until a contract of insurance is entered into, I am under a continuing obligation to immediately inform QBE of any change in the particulars or statements contained in this proposal form or in the accompanying documents.

Name of business

Signed: Partner, principal or director

Date

 /  /