SURETHING

360-DEGREE COVER

FOR ALL YOUR THIRD-PARTY LEGAL LIABILITY NEEDS

SA's first and only all-round third-party legal liability policy that protects your small business from every angle.

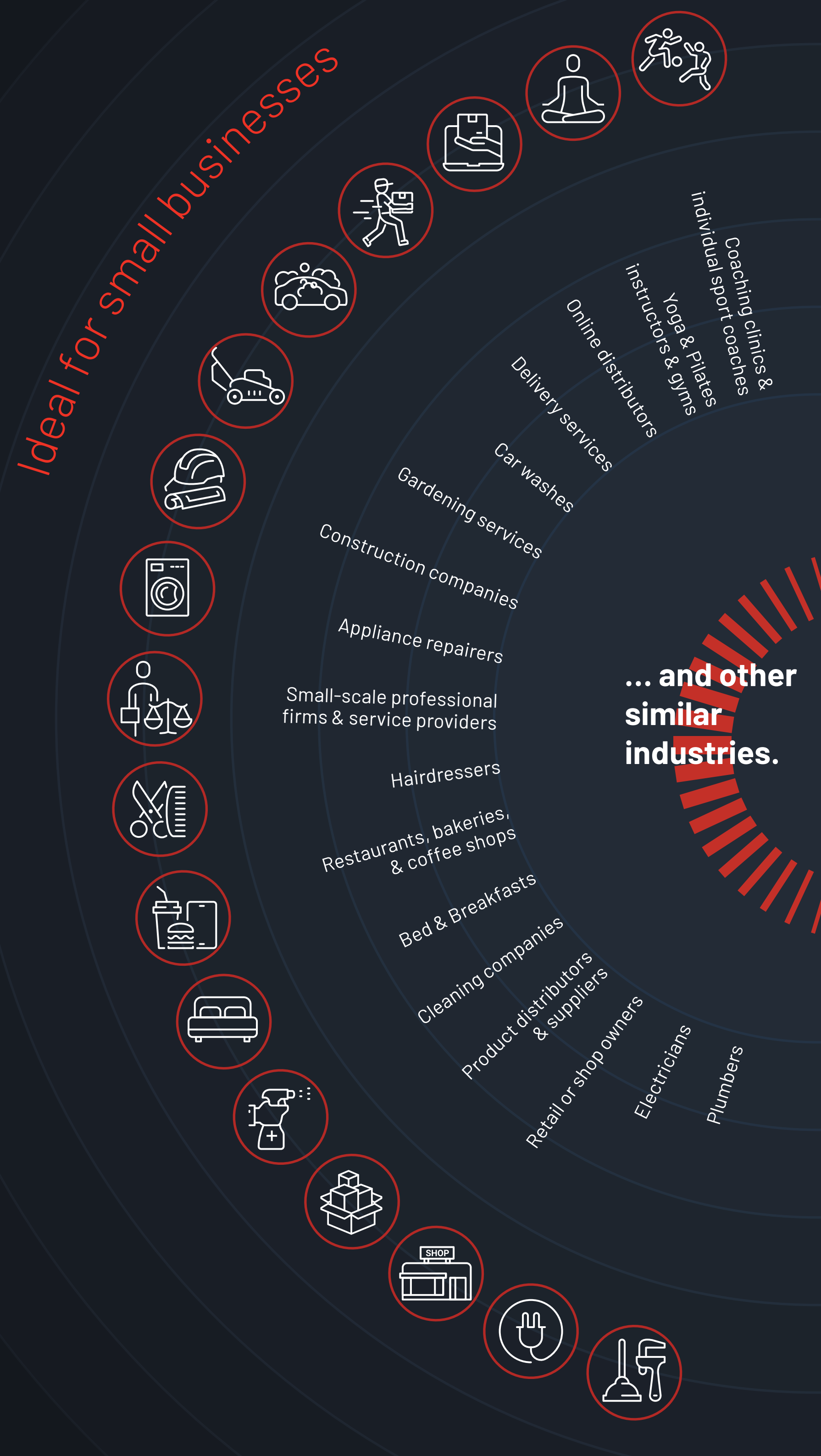
iTOO™

THIRD-PARTY LEGAL LIABILITY COVER FOR EVERYTHING YOU CAN IMAGINE

and even the things you can’t.

As a small business owner, you have enough on your plate without the mental gymnastics it takes to cherry pick individual legal liability policies - what do you buy and what do you leave? Without a crystal ball, it's an impossible choice.

Instead, choose to simply cover it all with one policy that protects your business from every angle. SureThing by iTOO is South Africa's first and only, all-in-one, all-risk legal liability policy that provides affordable, all-round cover for any small business - regardless of your size or industry.



WHEN WE SAY 360-DEGREE PROTECTION, WHAT DO WE MEAN?

With SureThing, there is no need for a range of policies or covers - you have one policy that deals with all third party liability.

UNIQUELY EFFECTIVE PROTECTION

Unique to the SureThing, is that it includes POPIA regulatory enquiry legal costs including legal assistance with notifications, crisis communication costs for assistance with dealing with the media, and legal representation costs for the contravention of any law related to the conduct of the business. Simply put, regardless of the nature of the third-party claim alleging a legal liability, the policy covers legal costs to defend the claim and pays up to the limits for legal liability.

Not only that, but because SureThing groups different types of cover under one end-to-end legal liability trigger, injury and damage (including pollution) third party claims are covered even if caused by a Cyber incident, Directors and Officers liability or Professional Indemnity liability. Typically, these exclude bodily injury and property damage, often leading to gaps in cover.

DOES YOUR BUSINESS QUALIFY?

- Turnover, revenue or fees must be less than R20m, and the business must have 20 employees or fewer.
- The business must be based in South Africa and looking only to insure South African operations.
- The business must consist of a single entity (no subsidiaries).
- The business should be solvent.
- The business should have policies and processes in place for treating employees fairly and consistently.
- No retrenchments should be planned for the next 12 months.
- No financial concerns have been raised.
- The directors and management must not have been the subject of any past/pending regulatory enquiry or investigation or have been dismissed or disqualified.

POLICY FEATURES:

- The policy is on a claims made basis.
- The retroactive date is 1 year prior to the initial start of the policy to provide for circumstances not known or notified that may subsequently result in a claim.
- The policy auto renews unless a claim is made or the insured no longer meets the criteria. An inflationary increase may be applied on notice given.

WHAT'S EXCLUDED?

SURETHING does not cover:

- First-party losses: direct financial loss and loss of business income suffered by the business itself.
- Trading losses, theft of funds, electronic fund transactions.
- Product failure and product recall.
- Fines, penalties and punitive damages.
- Insolvency.
- Medical treatment.
- Defective work that can be remedied by simply redoing the work.
- Investment advice or performance.
- Sexual harassment, abuse and misconduct.
- Racism and hate speech.
- Loss of value of securities.
- Pirated software.
- Trading losses and monetary transactions.

WHO'S EXCLUDED?

- Healthcare Practitioners for their Medical Malpractice cover
- Financial advisors and insurance brokers

iTOO™

5 COST-EFFECTIVE STRATEGIES TO DIAL UP CYBERSECURITY FOR YOU & YOUR BUSINESS:

No specific cyber requirements, only Cost Effective strategies......

01. ENDPOINT PROTECTION

Traditional antivirus is outdated. Modern defences incorporate behaviour monitoring and AI, which are crucial for devices outside the security of a firewall.

Paid for solutions are generally more robust, however there are reputable free versions. Gartner regularly evaluate and recommend the most effective solutions.

02. PASSWORDS

Passwords remain a common vulnerability.

Utilise one-time pins (multi-factor authentication - MFA) where possible and avoid sharing them with third parties.

Where multi-factor authentication isn't available, opt for longer passwords or passphrases, like your favourite song lyric. Avoid reusing passwords across applications, as a compromise at one could compromise you on all shared platforms.

Password management tools on smartphones can assist with managing and generating complex passwords.

03. PATCHES & UPDATES

Although inconvenient, swift installation of patches is crucial to narrow the window of opportunity for hackers to exploit known vulnerabilities.

04. BACKUPS

Backups are essential for defending against ransomware attacks. Ensure that you always have a backup disconnected from or protected from your environment to protect against losing your backup as part of a ransomware attack.

05. TRAINING, AWARENESS & VIGILANCE

Exercise caution and scepticism with all forms of communication. Take a moment to think before clicking and verify authenticity through alternative means if in doubt.

Be wary of banking detail changes, confirming any changes through direct communication to protect against email compromise attacks.

NUMBERS WORTH NOTING

SureThing offers the flexibility to provide the perfect cover quickly, affordably, reliably and with a single policy **from as little as R450 P/M** – whatever industry you operate in.

Perfect for any sized business - Whether you're an old-school family business or new-age tech start-up, one-man band or skilled artisans with less than R20 million turnover, you need 3rd Party legal liability cover.

CHOOSE YOUR CIRCLE OF SAFETY

SURETHING

Our standard SureThing policy.

R2,5 million limit on individual claims, with an annual aggregate cap of R5 million.
Excess: R10 000

Premium: R1 000 a month
= R12 000 annual premium.

SURETHING LITE

Lower premiums and claim limits, perfect for one-man operations, for example personal trainers.

R1 million limit on individual claims, with an annual aggregate cap of R2 million. Excess: R5 000

Premium: R450 a month
= R5 400 annual premium.

SURETHING MAX

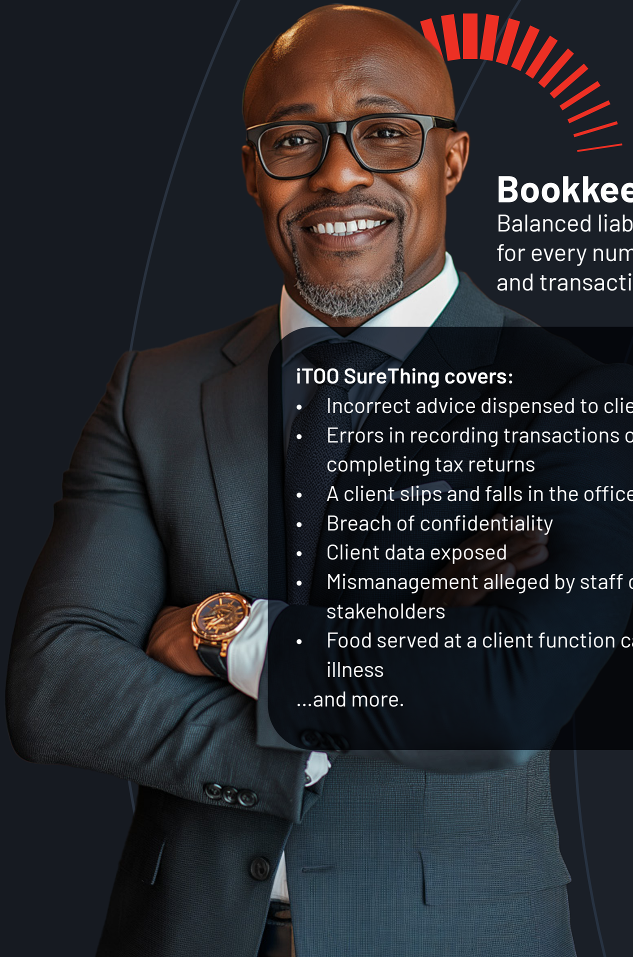
Extended cover based on individual needs, and offering extended Public Liability Cover of R20 million.

Premium: *R850 pm

** In addition to standard SureThing premium,*

Total premium = R1 850 pm

PRACTICAL EXAMPLES OF WHAT SURETHING COVERS



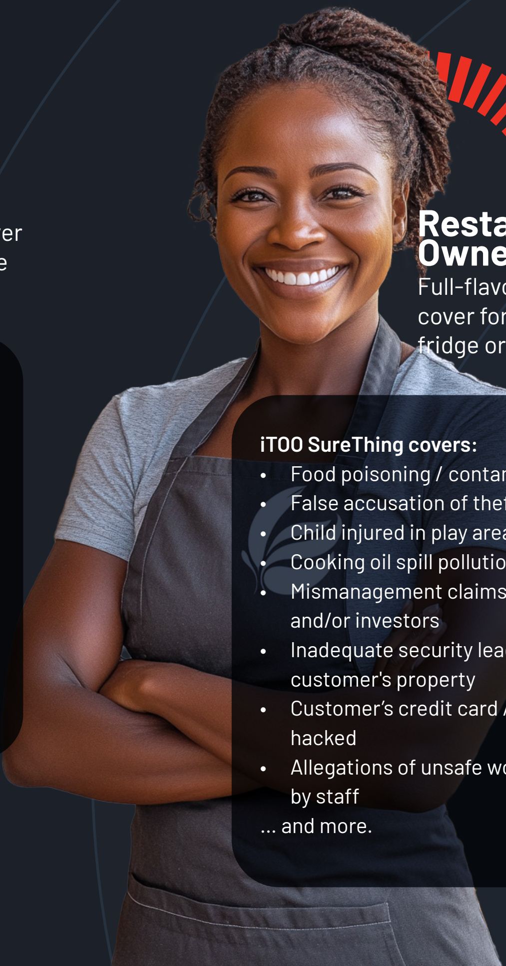
Bookkeeper:

Balanced liability cover for every number, line and transaction.

iTOO SureThing covers:

- Incorrect advice dispensed to clients
- Errors in recording transactions or completing tax returns
- A client slips and falls in the office
- Breach of confidentiality
- Client data exposed
- Mismanagement alleged by staff or stakeholders
- Food served at a client function causes illness

...and more.



Restaurant Owners:

Full-flavoured liability cover for every fryer, flame, fridge or food mishap.

iTOO SureThing covers:

- Food poisoning / contamination
- False accusation of theft or non-payment
- Child injured in play area
- Cooking oil spill pollution clean-up
- Mismanagement claims by employees and/or investors
- Inadequate security leading to theft of customer's property
- Customer's credit card / payment details hacked
- Allegations of unsafe working conditions by staff

... and more.

Beekeepers:

Sweet as can be liability cover for every sting, swarm, spill or scare.

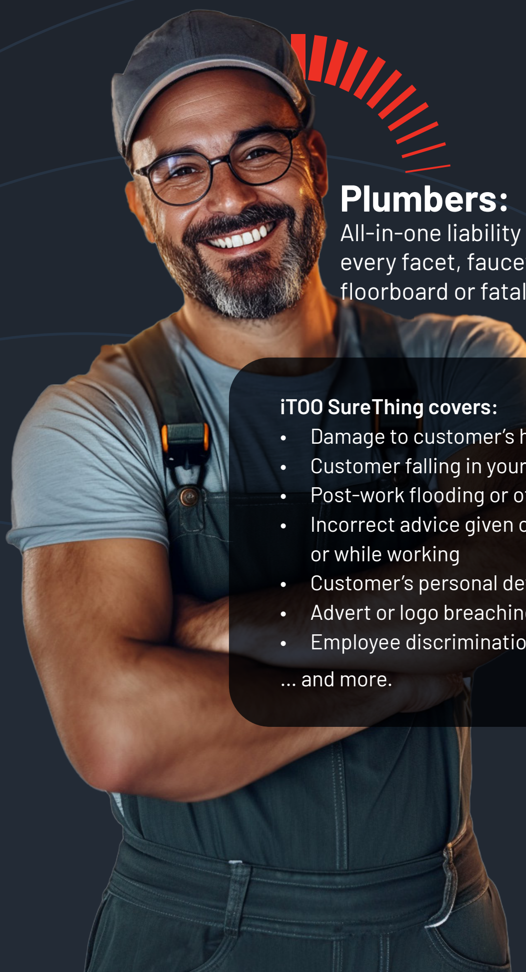
iTOO SureThing covers:

- Spread of fire on to a neighbour's property
- Contaminated honey leading to illness
- Mislabelling : no allergen warning.
- Breach of copyright on a label or name of the product

... and more.

Protect your small business against every third-party legal liability angle.

Speak to your broker about getting the iTOO SureThing all in one,
all-risk legal liability policy,
or **Click Here** today.



Plumbers:
All-in-one liability cover for every facet, faucet, floorboard or fatality.

iTOO SureThing covers:

- Damage to customer's home
- Customer falling in your shop
- Post-work flooding or other damage
- Incorrect advice given over the phone or while working
- Customer's personal details hacked
- Advert or logo breaching copyright
- Employee discrimination claims

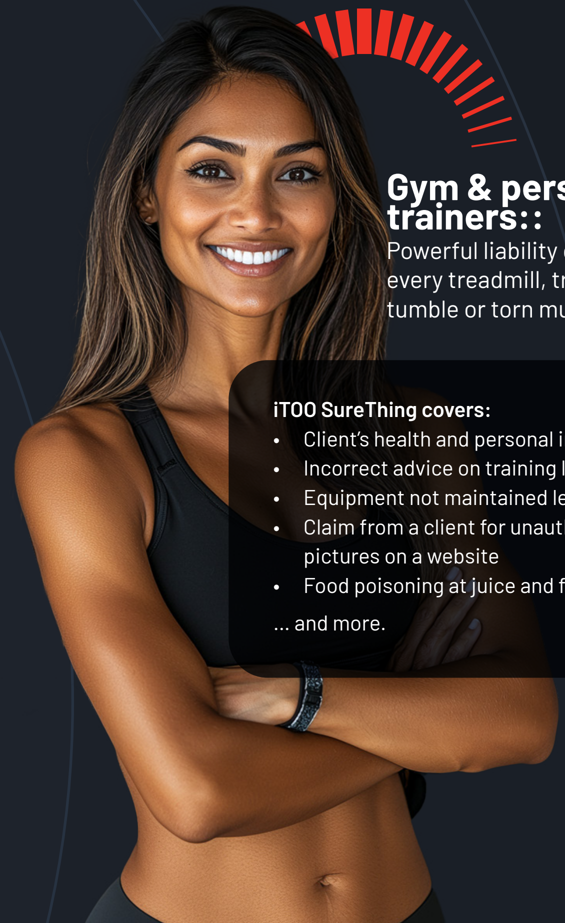
... and more.

Commercial properties:
Full-circle liability cover for every floor, fixture, fire or fall.

iTOO SureThing covers:

- Bodily injury and property damage to visitors and lessees
- Mismanagement and failure to maintain Common Areas
- Inadvertent disclosure of personal data collected at the security access gate

... and more.



Gym & personal trainers::
Powerful liability cover for every treadmill, trainer, tumble or torn muscle.

iTOO SureThing covers:

- Client's health and personal info hacked
- Incorrect advice on training leading to injury
- Equipment not maintained leading to injury
- Claim from a client for unauthorised use of pictures on a website
- Food poisoning at juice and food bar

... and more.

FREQUENTLY ASKED QUESTIONS

Is Cyber liability covered?
Yes, but the third party liability portion only. Business interruption and forensic costs are not included. Claims for third party data loss and breach of privacy are covered.

What about medical malpractice?
Incidental medical malpractice (first aid) is included, but we don't provide Medical Malpractice for healthcare professionals.

Are unfair dismissals covered?
Yes.

Is crisis communication covered?
Yes, the policy will cover the reasonable and necessary costs for retaining the services of a reputation management consultant and for related communication expenses for mitigating material damage to your brand or reputation as a result of an actual or potential claim.

What about regulatory enquiries, for example, an enquiry brought by the POPIA regulator?
The policy will provide the costs for legal representation to assist the insured up to the sub-limit of R250 000.

If the business must appear before any tribunal or regulatory body for contravening a law, will the policy provide legal defence costs?
Yes, up to the sub-limit of R250 000, provided the enquiry or hearing arises directly out of the conduct of the business.

Does the iTOO SureThing cover business debts?
The SureThing policy does not cover business debts. It covers legal liability arising from a wrongful act on the part of the business – not debts incurred as part of commercial transactions.

What if my business suffers a loss without there being a liability?
SureThing does not cover the business's own loss, known as a first-party loss. It only covers liability to third parties arising from a wrongful act.

What about commercial crime or staff theft?
Commercial crime and staff theft are considered first-party losses suffered by the business, not a third-party liability. As such, the SureThing policy does not cover it.

Is Product Inefficacy and Product Recall covered?
If your product does not do what it is supposed to or fails, and a pure financial loss is caused, there is no cover. Product Recall is also not covered.

What about the renewal of the policy?
The policy auto renews each year at the same policy terms and conditions, unless there is a claim, or the business no longer falls within the criteria and does not qualify for the policy. An inflationary increase in premium may be applied on 30 days' notice. The insured will need to confirm that they still meet the SureThing requirements.

Need more cover than SureThing can provide?
No problem! Whatever the shape and size of your business, if you need indemnity that exceeds the SureThing policy limits, simply ask your broker or get in touch with us directly for a list of our product offerings. If you need it covered, we have the policy to do it.

SURETHING

iTOO™

iTOO Special Risks (Pty) Ltd (Reg. No.: 2016/281463/07) is an authorised Financial Services Provider (FSP No. 47230)

Powered by Hollard.

Underwritten by The Hollard Insurance Company Limited (Reg. No. 1952/003004/06), a Licensed Non-Life Insurer and an authorised Financial Services Provider.