



# SolCyber Insurance+ FAQs

## 1. Why did SolCyber build this program?

To provide SolCyber customers with the opportunity to further decrease their business risk through the addition of cyber insurance. Cyber insurance coverage is getting more difficult to attain and premiums are increasing substantially. SolCyber is countering this trend by leveraging the strength of our Foundational Coverage as a benchmark for insurers to be able to provide expedited approvals and more cost effective cyber insurance for our customers.

## 2. What does this program provide?

Simplified and expedited application process, exclusive cyber insurance coverage enhancements with broad coverage, and access to premium discounts for SolCyber customers. (See Program Sheet for full details on coverage).

## 3. Aside from cyber insurance, does the coverage offer technology E&O or professional liability?

Not available as part of the initial program launch but looking to add this as an option in the near future.

## 4. Who is eligible for the program?

Any SolCyber customer with Foundational Coverage, or better, security in place. See Program Sheet for more details on customer parameters.

## 5. What if the customer has other insurance coverage in place?

Customers can get more information on the program and see if it makes sense to take advantage of the program.

## 6. How does a customer access the program?

Customers should have their current insurance broker contact Converge at [info@convergeins.com](mailto:info@convergeins.com) to request the program details. If you do not have an insurance broker, Converge will be able to provide some recommendations.

## 7. What is the process to get a quote?

The customer, or their insurance broker, should contact

Converge. If available, a current insurance application and any existing coverage terms should be included to streamline the application process.

## 8. What if our customer does not have cyber insurance?

Customers can contact Converge to assist in the application process for requesting a quote.

## 9. What is the turnaround time to get a quote?

Usually up to two weeks.

## 10. Is the premium discount meaningful to the customer?

Yes, the insurance provider has agreed to offer SolCyber Foundational Coverage security customers up to a 30% discount off market standard premium rates.

## 11. How is premium paid?

The customer will pay the insurance provider directly. SolCyber is not involved in the invoicing.

## 12. What if customers experience an incident?

It is the customer's responsibility to notify the insurance provider/broker as defined in the policy in the event there is an incident.

## 13. Does SolCyber receive referral revenue from the program?

At this time, we are not monetizing the program but that may change in the future and will be disclosed accordingly.

## 14. Who is Converge?

Converge is a cyber insurance provider and the intermediary between our customer, their insurance broker if applicable, and the insurance company issuing the policies.

## 15. Who issues the insurance policies?

An A+ AM Best rated insurance company issues the insurance policy.