

Introducing Home Cyber Protection From My Mutual Insurance Company

Home Cyber Protection is a suite of unique, innovative cyber insurance coverages to protect anyone who uses computers and connected home devices, stores information electronically, and accesses data online.

Cloud services, computers, mobile devices, smart TVs, game consoles, connected appliances, and other equipment have become essential, but they also create avenues for cyber attackers to infiltrate a network and cause data and systems damage, steal information, extort money, and commit fraud.

This package is comprehensive and can include coverages like:

- Computer Attack
- Home Systems Attack
- Cyber Extortion
- Online Fraud
- Data Breach
- Cyberbullying

Take a look at the following loss examples to see how Home Cyber Protection responds*.

*This is for illustrative purposes only. For a full explanation of the coverage, please refer to your policy or speak to your agent or broker.

Homeowner Cyber Extortion

A homeowner was surfing the internet and received an alarming notice stating that his computer system had been attacked and that all of his files would be deleted within 3 days unless he paid \$1,500 in bitcoin. If it was not paid within 24 hours, the amount would increase to \$2,500 in bitcoin.

How We Responded

He was connected with a professional service that deals with cyber extortion. They were able to evaluate the threat and make recommendations. With prior approval, funds were paid in bitcoin to meet the extortion demand. The system was restored to remove any malicious codes.

Losses Paid Under Home Cyber Protection

- Cyber Extortion
- Computer Attack

Total Loss \$4,264

Homeowner Cellphone Spoof

A woman received a call on her cellphone from a familiar number that belonged to her husband. When she answered, the person on the other line identified himself as a police officer and provided his badge number. He explained to the woman that her husband had been arrested and in order to be released, she would have to send bond money. In a panic, the woman email transferred \$7,500 to have her husband released.

An hour later, the woman received another phone call from the same number. When she answered, it was her husband letting her know he was on his way home from work. In confusion, the woman told her husband she sent the money to have him released from jail however the husband had been at work the whole time. The wife had been a victim of phone spoofing.

How We Responded

The insured contacted police and filled out a police report. The insured reported the loss and they were reimbursed.

Losses Paid Under Home Cyber Protection

- Online Fraud

Total Loss \$6,500

Homeowner's Systems Attack

A homeowner installed a Wi-Fi enabled smart home monitor for smoke alarms and surveillance cameras. Hackers accessed the home network, giving them control over all connected smart devices. They were able to take control of the smart thermostat and turn the heat up high. In addition, hackers turned off the surveillance cameras. The insured received alerts to their mobile device advising of high heat levels in their home. The insured was not able to access surveillance of their home or control the thermostat as the hackers had installed malware in both.

How We Responded

The malware was removed from the IoT devices and they were restored to proper working condition.

Losses Paid Under Home Cyber Protection

- Home Systems Attack

Total Loss \$5,246

Being hacked can create major expenses, such as damage from cyber attacks, demand for ransom, and loss from fraud - **and typical personal line policies do not cover these types of cyber threats.**

Contact us today to see how Home Cyber Protection can help you!

www.MyMutualInsurance.ca

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