SBI general INSURANCE

SURAKSHA AUR BHAROSA DONO

#BeCyberSmart

WITH

CYBER VaultEdge

SBI General's Cyber VaultEdge

We live in a digital world. From banking to education, office, healthcare, shopping and even leisure – we use the Internet for everything. And the more we use it, the more vulnerable we are to risks. From scams to identity thefts, frauds or data theft, cyber attacks have become commonplace. It is important to secure ourselves and our data against these digital threats.

Presenting SBI General's Cyber VaultEdge – A digital insurance solution that provides protection for your financial losses that can arise from Cyber Risks.

Who Can Buy This Policy?

Any individual who is 18 years and above and carries out online activities like shopping, digital payments, social activities, information sharing, etc.

As part of family cover you can include your spouse and 2 children up to the age of 18 years.

What Are The Key Benefits Of The Policy?



Covers unauthorised online transactions.



Covers online reputation management including social media trolling /bullying/ stalking.



Covers psychologist consultation expenses for traumatic stress.



Covers loss of wages resulting from identity theft.



No deductible under the policy.



Discount for existing policy holders.

Protection against Cyber Risks

What Does This Policy Cover?



Theft of Funds

- Any direct financial loss as a result of a Theft of Funds due to anunauthorized access to your bank account or credit or debit card or Mobile Wallets by a Third Party or Any direct financial loss in case you are a victim of a Cyber Incident or Hacking, provided that you:
  - report to the issuing company within 72 hours after discovery of the Theft of Funds.
  - provide evidence that the issuing company is not reimbursing you for the Theft of Funds, and
  - lodge a police report detailing the Theft of Funds within 72 hours upon discovery by you.
- Covers costs incurred for prosecution of a criminal case against Third Party for committing Theft of Funds or Phishing or Email Spoofing.



Identity Theft

- Direct financial losses including Lost Wages resulting from an Identity Theft, provided that:
  - the incident is reported to us and the local police within 72 hours after discovery of the Identity Theft, and
  - a confirmation from your employer that the Lost Wages are not being repaid.
- Covers costs incurred for credit monitoring services and identity monitoring, as well as prosecution of a criminal case against a Third Party for committing Identity Theft.
- Covers fees costs and expenses of Psychological Assistance and Treatment resulting from an Identity Theft.

Covers Financial Loss Due To Online Shopping Frauds

Data Restoration / Malware Decontamination

Reasonable and necessary costs incurred by the involvement of an IT expert after a Cyber Incident to restore your Data or restore your personal device to the closest possible condition in which they were, immediately before the Cyber Incident.

Cyber Bullying, Cyber Stalking & Loss of Reputation

- Costs incurred for civil proceedings against a Third Party for committing Cyber Bullying or Cyber Stalking.
- All relevant costs and expenses for an expert to manage and restore your reputation for Loss of Reputation caused by Cyber Bullying or Cyber Stalking.
- Fees, costs and expenses for a necessary relocation of an educational institution due to a significant and ongoing Cyber Bullying or Cyber Stalking, provided that the relocation was recommended by an expert or relevant authority.
- Fees, costs and expenses of Psychological Assistance and Treatment resulting from Cyber Bullying or Cyber Stalking.

Cyber Extortion

Covers necessary and reasonable costs to resolve Cyber Extortion as well as any Ransom you pay (where legally permissible and subject to prior written consent from us).

Online Shopping

All direct and pure financial loss due to transactions on the internet via payment card or mobile wallet that you have been fraudulently induced to enter. This could be by a third party to make a purchase that is not delivered or rendered; provided that you can show that :

- you have made reasonable attempts to seek a recovery or refund from the third party and/or seller of the goods and services .
- the fraud event is reported by you to your card issuer or bank or other relevant entity within 48 hours of discovery.

Covers Legal Costs and Expenses



Social Media and Media Liability

We will pay any sums for which you are legally liable arising from a Third-Party claim for any unintentional:

- defamation,
- breach of copyright, title, slogan, trademark, trade name, service mark, service name or domain name, or
- breach or interference of privacy rights, resulting from your Online Media Activities including social media.

We will also reimburse legal costs incurred by you resulting from the Third-Party claim for the above-mentioned instances.



Online Sales

Direct and pure financial loss resulting from you selling non-commercial goods online to a dishonest or fraudulent Third Party buyer, where you have lost physical control of the goods but in return never have received due payment for such goods.



Network Security Liability

We will pay any sums for which you are legally liable arising from a Third Party claim for a Cyber Incident on Your Personal Devices that You failed to prevent and which has caused damage, alteration, destruction or theft of data or a DoS attack on Third Parties' computer systems.

We will also reimburse Legal Costs incurred by you resulting from the Third-Party claim mentioned above.



Privacy Breach and Data Breach Liability

We will pay any sums amount for which you are legally liable arising from a Third-Party claim for a Data Breach relating to Confidential Information or Personal Data of a Third Party.

We will also reimburse Legal Costs incurred by you resulting from the Third-Party claim as mentioned above.

Smart Home Protection



Privacy Breach and Data Breach by Third Party

We will reimburse Legal Costs incurred by you for claims for damages filed by you against a Third Party for Data Breach relating to your Confidential Information or Personal Data.



Smart Home Cover

Reasonable and necessary costs incurred by the involvement of an IT expert after a Cyber Incident to decontaminate and restore your smart home systems and devices, to the closest possible condition in which they were immediately before the Cyber Incident.



Liability for Intentional Misbehaviour of Underage Persons

We will pay any amount for which you are liable arising from a Third-Party claim for

- Cyber Incident resulting from online activities on your Personal Devices by an underage person (i.e. person<18 years of age) who is a listed Family Member that you failed to prevent and which has caused damage, alteration, destruction or theft of data or a DoS attack on Third Parties' personal devices.
- For any intentional:
  - defamation,
  - breach of copyright, title, slogan, trademark, trade name, service mark, service name or domain name, or
  - breach or interference of privacy rights, resulting from Online Media Activities - including media activities in social media - of an underage person (i.e., person below 18 years of age) who is a listed Family Member.

We will also reimburse Legal Costs incurred by you resulting from the Third-Party claim.

Note: The above section shall be applicable to only covered Family and Insured Person cannot opt this cover on individual basis.

Renewable Every Year

What Is the Policy Tenure?

Policy Tenure is 1 year

Major Exclusions

- Insured Events or circumstances that could lead to an Insured Event known by you prior to the inception of this Policy.
- Any action or omission or misbehaviour of you which is intentional, malicious, dishonest, deliberate, or reckless.
- Any action or omission in your capacity as employee or self-employed person as well as any professional or business activity.
- Bodily injury, psychological harm, trauma, illness or death.
- Misappropriation, theft, infringement, or disclosure of any intellectual property such as patents, trademarks, copyrights etc.
- Any costs of betterment of your Personal Device beyond the state existing prior to the Insured Event, unless unavoidable.
- Loss, misplacement, destruction, modification, unavailability, inaccessibility of and/or delay in trading with cryptocurrencies, consisting of coins (e.g. Bitcoin, Ethereum, Ripple, IOTA), tokens (e.g. EOS, Nem, Tether) or public and/or private keys being used in conjunction with the aforementioned.
- Gambling.
- Any type of war (whether declared or not), use of force or hostile act.

Failure, interruption, degradation or outage of infrastructure or related services of the following third-party providers : telecommunication, internet service, satellite, cable, electricity, gas, or water providers.

The above list is only indicative in nature. For details of coverage and exclusion, please refer to the policy document or contact our nearest branch.

What Is The Claim Procedure?

Our dedicated and experienced claims team aim to deliver you superlative customer service with a fast, fair, convenient and transparent claims process so your claim is settled without any hassle.

Our Claims Team Will:



Provide assistance in emergency situations



Keep you informed of the progress of your claim

Prohibition of Rebates

Section 41 in The Insurance Act, 1938 as amended by Insurance Law (Amendment) Act, 2015:

No person shall allow or offer to allow, either directly or indirectly, as an inducement to any person to take out or renew or continue an insurance in respect of any kind of risk relating to lives or property in India, any rebate of the whole or part of the commission payable or any rebate of the premium shown on the policy, nor shall any person taking out or renewing or continuing a policy accept any rebate, except such rebate as may be allowed in accordance with the published prospectuses or tables of the insurer.

Any person making default in complying with the provisions of this section shall be punishable with fine which may extend to ₹10 lakhs.

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Corporate & Registered Office:
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