



Family CyberSecure

Frequently Asked Questions

Mansions has joined forces with Cyberscout, a Sontiq brand to bring clients world class cyber and identity theft protection services.

Q1. What is Family CyberSecure?

Family CyberSecure is a new cover section automatically included within the Mansions Executive Insurance product for all policies with an inception date from 5 October 2021 onwards.

Q2. How does Family CyberSecure work?

The policy section is made up of three components:

1. innovative insurance cover which helps protect the policyholder from out-of-pocket expenses that may arise following a covered cyber incident;
2. access to an online backup and recovery service to protect critical computer data against loss;
3. access to identity theft and cyber resolution services including a 24/7 helpline provided by Cyberscout.

Q3. Do policyholders need to do anything to receive Family CyberSecure cover?

From 5 October 2021 existing policyholders will have Family CyberSecure cover automatically included in their policy from the next renewal date.

Q4. Who is covered under Family CyberSecure cover?

The named insured (policyholder) and family members that normally live with the named insured can utilise the insurance cover and services offered under Family CyberSecure.

Q5. Who is Cyberscout?

Cyberscout, a Sontiq brand (Cyberscout) is a leading provider of services that help customers defend against data breaches and identity theft. Cyberscout's approach—delivering proactive protection, preventive education, and swift resolution—offers support for more than 660 client partners and 17.5 million households.

Q6. What is Mansions' relationship with Cyberscout?

Mansions has engaged Cyberscout to provide the following services to our policyholders:

- › unlimited 24/7 phone support and resolution assistance from Cyberscout fraud specialists;
- › access to the online data backup and recovery service mentioned in Question 2, which is provided via Cyberscout's panel of third party providers.

Q7. Why does Mansions request a policyholder's email address?

Once the policyholder has accepted the terms of insurance quoted by Mansions, we will request a contact email address. The contact email address will enable Cyberscout to send a welcome email to the policyholder, with an activation code which will allow them to access the online backup and recovery service. The email address will be provided to Cyberscout through a secure file transfer which encrypts all details, to ensure the policyholder's personal information is protected.

Q8. How does the policyholder access the online data backup and recovery service?

Policyholders will receive an automated email from Cyberscout once their policy is effective. This email will include an activation link to access the voluntary online backup and recovery service which is provided by DepositIT.

Q9. When can a policyholder call the 24/7 Cyberscout Resolution Centre?

Policyholders can call the Resolution Centre at any time if they have a cyber security question, are concerned that a cyber incident is about to occur, or once a cyber incident has occurred.

The policyholder will speak with a fraud specialist who will provide advice and assistance on how to proceed.

The toll-free number for the **Cyber Resolution Centre is 1800 490 508.**

The Cyber Resolution Centre is available 24 hours a day, 7 days a week, every day of the year.

There is no additional cost to the policyholder for calling the Cyber Resolution Centre.

Services are unlimited with no restriction on the number of times a policyholder can call during the policy period.

Q10. Will it impact premiums if policyholders call the 24/7 Cyber Resolution Centre?

No, we encourage policyholders to take advantage of this service as it plays an important role for:

- prevention before a cyber event;
- support during a cyber event; and
- restoration after a cyber event occurs.

Policyholders may benefit from early and frequent contact with the Centre to minimise potential loss.

Q11. What other benefits can be accessed?

All policyholders will be provided access to the Mansions Cyber Knowledge Centre, provided by Cyberscout. The Cyber Knowledge Centre provides tips, news alerts and best practices on how to avoid identity theft.

These services are provided as part of the Mansions Executive Insurance policy at no additional cost. However, policyholders can choose to purchase further services provided by Cyberscout and their third party panel at their discretion. Any additional purchase of services is independent of the insurance cover and benefits provided by the Mansions Executive Insurance PDS.



For any further questions, insurance brokers can contact the Mansions underwriting team. Policyholders can contact their insurance broker.

Get in touch with the Mansions team today

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