

Family CyberSecure

Overview



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

In today's digital age, individuals and families face increasing risk of digital fraud and theft. As part of the Family CyberSecure section within our Mansions Executive Insurance policy, your clients have access to innovative cyber insurance cover combined with Cyberscout's innovative cyber protection services.

Summary of benefits

- Unlimited, 24/7 phone support and resolution assistance from Cyberscout fraud specialists;
- Online data backup and recovery service detailed below;
- Cyber protection for all family members that normally live in the household; and
- Access to tips, news alerts and best practices on how to avoid identity theft via the Mansions Cyber Knowledge Centre.

Online Data Backup and Recovery Software

Clients are given an opportunity to activate a subscription that provides access to data back up and recovery service to protect against loss of critical computer data.

Identity theft and cyber resolution services

Your clients will have access to the following as part of their Family CyberSecure cover:

- a 24/7 toll-free help-line telephone number to ask questions and address issues or concerns regarding an identity theft or cyber-related concern;
- the services of a fraud specialist who will assist them if there is a suspected cyber-related concern or cyber event.



About Cyberscout | www.cyberscout.com

Cyberscout is a leading provider of cyber 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.

What types of events does Cyberscout help with?

Cyberscout provides direct telephone access to expert cyber specialists who can help your clients navigate and respond to a range of incidents including:

- Cyberbullying
- Cyber extortion expenses
- Data restoration services following a cyber attack or cyber extortion
- Identity fraud
- Reputation management services following a cyber attack or cyber extortion

How to access Family CyberSecure cover

- 1 Family CyberSecure cover is automatically included in all policies with an inception date on or after 5 October 2021.
- 2 When cover is confirmed your Mansions Executive Insurance underwriter will ask you to provide a contact email address for your client.
Upon receiving the client's email address from Mansions, Cyberscout will invite the policyholder to activate their online data backup and recovery software subscription. Cyberscout values data privacy and never shares your client's email address with third parties.

Why your client needs Family CyberSecure cover

Key Stats

There are numerous ways that a criminal can illegally obtain your personal information



26% of theft happens through online sources including email and social media¹

25.9% of victims don't know how their information was obtained¹

64,528 reports received by the Australian Cybercrime Online Reporting Network in the 2018/19 financial year²



36% of Australian consumers were victims of cybercrime in 2017³

Representation of consequences experienced as a result of personal information being misused¹:



Refused credit
34.9%

Commenced legal action
11.2%

Wrongly accused of a crime
10.6%

Mental/emotional distress
13.3%

Sources:

¹ 2017 Australian Institute of Criminology "Identity crime and misuse in Australia"

² 2019 The Commonwealth Government of Australia "Australia's 2020 CyberSecurity Strategy" report

³ 2017 Norton Cyber Security Insights Report - Australia

Contact

Phone 1300 738 308
Email mansions@mansions.com.au
Website www.mansions.com.au
Address Level 5, 99 Bathurst Street, Sydney NSW 2000

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