

FREQUENTLY ASKED QUESTIONS

› What types of claims would this product provide cover for?

Failure or malfunction of the necessary equipment, which prevents commencement of your virtual event or leads to either an abandonment or interruption of the virtual event.

Typical causes of loss could include power failure, system failure, interruptions to the network or service provider.

› Will I be covered for connection issues or issues with the service provider's platform responsible for hosting my Virtual Event?

Yes, there would be cover for connection issues suffered by your organization if this resulted from failure or malfunction of the necessary equipment. We would expect event organizers to have a back-up or redundant system available which could be deployed in the event of failure of the main system.

› Will I be covered if some of my 'virtual attendees' cannot access the virtual event?

We are only covering malfunction or failure of your necessary equipment or that of your service provider. We are not covering the inability of individual attendees to access the virtual event.

› Will I be covered if a sponsor's logo fails to appear at the virtual event?

No – we are covering your organization for equipment or system failures or malfunctions which prevent you providing the virtual event.

Please note that the precise coverage afforded is subject to the terms, conditions and exclusions of the policy as issued. Policy premium is due at inception and fully earned at inception therefore no cancellation or return premium is available.



Endorsed by:



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