

# Decode Protection.

Insurance provided by



## CyFly covers the unique cyber risks airlines face every day

Cyber risks are a top priority in the airline sector as the use of technology becomes increasingly integrated into business processes.

The Willis Towers Watson Risk Index identified cyber and digital risk among the top three risks facing the transportation industry globally. Airlines continue to expand their IT network perimeter to touch all aspects of their operations. These increased dependencies can result in significant financial damage and long-term reputational harm should an airline or one of its partners sustain IT outages or hacking attacks.

Our cyber proposition is unique to airlines. CyFly's response to this dynamic risk environment surpasses off-the-shelf cyber coverage and relieves your key concerns as an airline.

Generic cyberinsurance is unlikely to target specific areas such as:

- Disruption due to flight cancellations caused by interruption in third-party IT networks
- Optional agreed minimum value for flight cancellations due to network interruption
- Civil aviation fines and compensation cover arising from a network interruption
- Frequent flyer program fraud cover

This customised airline product underwritten by AIG is further enhanced by pre-loss risk management solutions and post-event incident response.

### Introducing CyFly's unique approach to include your risks from third-party IT networks upon which you rely.

CyFly uniquely covers both the loss of income caused by interruption to your own network and outages sustained by a broad range of third parties, such as:

 Global distribution systems (GDS)	 Verification of passenger identity and entitlement to travel	 Travel agency
 Immigration and customs	 Runway and taxiing facilities	 Baggage processing
 Aircraft maintenance facilities	 Hangar facilities	 Fuelling
		 Catering
		 Airport security

## What this means for you

If, for example, the GDS you use suffers a network outage, it could easily cause hundreds of flight cancellations, lost income and ongoing disruption. CyFly makes compensation for this loss of income possible, and for those purposes, ongoing costs such as aircraft leasing and the costs of accommodating cabin crews.

## Other key features and benefits of CyFly

### Optional agreed minimum value per flight cancellation caused by network outage simplifies the claims process.

CyFly lets airlines avoid the lengthy and costly procedure of calculating the lost income suffered from flight cancellations due to a network outage. Compensation can be paid in a timely manner, and both parties can avoid employing accountants for prolonged periods to calculate lost income.

### Frequent flyer program fraud cover

This cover protects you from hackers who may redeem frequent flyer program points.

## Civil aviation fines and compensation cover

Airline industry regulation is increasing with little end in sight. CyFly can manage the potential rise in fines and compensation. CyFly covers data protection fines and regulatory defense costs, and also civil aviation fines (e.g., Title 14 of the U.S. Code of Federal Regulations Part 259) and regulatory compensation (e.g., EU Regulation 261) arising from a cyber-related incident. Goodwill coupon coverage is available, which can help preserve an airline's reputation and lower the number of complaints.

## For further information about CyFly, please contact:

### Brian Warszawa

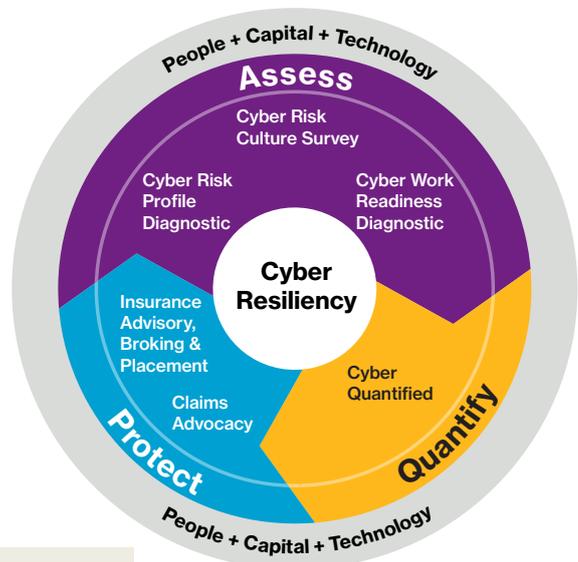
Divisional Director, FINEX Cyber and TMT  
+44 (0) 75 5729 5786  
[brian.warszona@willistowerswatson.com](mailto:brian.warszona@willistowerswatson.com)

### Jamie Monck-Mason

Executive Director, FINEX Cyber & TMT  
+ 44 (0)20 3124 7240  
[jamie.monck-mason@willistowerswatson.com](mailto:jamie.monck-mason@willistowerswatson.com)

## Why Willis Towers Watson?

More than half of all cyber incidents begin with employees, so it's a people problem as well as capital. We believe no one decodes this complexity better than Willis Towers Watson. As a global leader in human capital solutions, risk advisory and broking, we are well-prepared to assess your cyber vulnerabilities, protect you through best-in-class solutions and radically improve your ability to successfully recover from future incidents.



## About Willis Towers Watson

Willis Towers Watson (NASDAQ: WLTW) is a leading global advisory, broking and solutions company that helps clients around the world turn risk into a path for growth. With roots dating to 1828, Willis Towers Watson has 45,000 employees serving more than 140 countries and markets. We design and deliver solutions that manage risk, optimise benefits, cultivate talent, and expand the power of capital to protect and strengthen institutions and individuals. Our unique perspective allows us to see the critical intersections between talent, assets and ideas – the dynamic formula that drives business performance. Together, we unlock potential. Learn more at [willistowerswatson.com](http://willistowerswatson.com).



[willistowerswatson.com/social-media](http://willistowerswatson.com/social-media)

Willis Limited. Registered number: 181116 England and Wales.

Registered address: 51 Lime Street, London, EC3M 7DQ.

A Lloyd's Broker. Authorised and regulated by the Financial Conduct Authority for its general insurance mediation activities only.

Insurance and services provided by member companies of American International Group, Inc. Coverage may not be available in all jurisdictions and is subject to actual policy language. For additional information, please visit our website at [www.AIG.com](http://www.AIG.com). Registered in England: company number 1486260. Registered address: The AIG Building, 58 Fenchurch Street, London EC3M 4AB. AIG Europe Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority.

Copyright © 2019 Willis Towers Watson. All rights reserved.  
WTW-GL-19-WEB-373488932

[willistowerswatson.com](http://willistowerswatson.com)

**Willis Towers Watson**