



Connect quickstart guide

CFC's cyber trading platform, Connect, features single-question quoting, broker self-service including limit and deductible amendments, limit and claims benchmarking, instant access to CFC's expert cyber underwriters, and more.



We're excited to have you on board! Before you get going, here are some of the most frequently asked questions about using the platform:

How do I register?

To get started, email cyber@cfccunderwriting.com with your name, position, company name, company address, telephone number, and email address. Our team will get you set up and email you the registration details.

Where do I access Connect?

Visit <https://cyber.cfccunderwriting.com> to log in.

How do I get a quote?

After you log in, you should be automatically redirected to the instant quote screen. You can also access this by clicking on the "Get started" button on the homepage. Simply enter the client's website URL with the preceding "www" – eg. www.cfccunderwriting.com – to start the process. If the client does not have a URL, you can enter their details manually by clicking the "Use company name" button on the instant quote screen. After using either method, click "Next."






This will automatically return the company details associated with that URL or company name. Please check that these details are correct and manually update if necessary, keeping in mind the following:

- **Number of employees** is the current total headcount
- **Revenue** is the last twelve months' gross revenue
- **Main activity** is the best description of the primary business activity. Tip: Start broad. For example, if your client is a long term care facility, start with healthcare.

Once finished, click the "Generate quote" button near the bottom of the screen to proceed.

How do I amend, add, or delete quote options?

The platform will automatically generate three quote options for our Cyber Private Enterprise wording – Basic, Standard, and Advanced – with varying limits and coverages. You can perform a number of actions to these quotes:

-  This allows you to view full details of the quote, including all limits and coverages
-  This allows you to create new quotes by setting your own limit and deductible parameters
-  This allows you to delete the quote if, for example, you do not wish to present this option
-  This allows you to download the detailed quote, including all limits and coverages
-  This allows you to bind the quote on the spot without the need for a signature

What happens if my risk needs to be referred?



Although CFC's cyber insurance platform can instantly quote the vast majority of small business risks, those which fall out of certain parameters with regards to revenue,

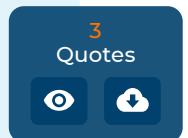
employee count, and certain business activities may need to be referred. This will be immediately clear after you click on "Generate quote" on the instant quote screen. A referral popup will appear requiring a brief message to one of our underwriters. Simply submit the referral and the risk will be put through the normal underwriting process.

What are the limit and claim profiles for?

For every risk that is quoted, the system automatically benchmarks them against peers of a similar size and business activity. On the quote page, you'll find data related to the typical limits purchased by these businesses, as well as the types of claims they most often experience.

What is a Quote Pack and how can I get one?

The Quote Pack is a valuable tool that combines all the quotes for a single client into a single downloadable resource, automatically including limit and claims profiles and relevant, industry-specific case studies for that client. You can access the Quote Pack by clicking on the  button within the blue box on the righthand side of the quote page. You can also select multiple quotes from the Portfolio section (see below) and combine them into a single Quote Pack using the same  button within the blue box.



What does the Portfolio section allow me to do?

By clicking on "Portfolio" in the top navigation, you can:

- View and search all of your quotes and bound policies, including any bulk quotes that have been automatically generated for you
- Mark "favorites" to easily view your most promising business
- Bind past quotes without the need for more documents to be submitted or a signature
- Download documents associated with any of your quotes or orders, including combining multiple quotes into a single downloadable client quote pack.

What is the Risk Management Tools section all about?

Every one of CFC's cyber policyholders is entitled to a range of free cyber risk management services, the details of which can be found in this section. To request these, email cyberservices@cfccunderwriting.com.

Do I need an application?

No. Everything can be done through the platform.

What should I do if I experience an error?

If you have any issues using the platform or come across errors, please email details with a screenshot, if possible, to cyber@cfccunderwriting.com.

Do you have other questions about Connect? Simply email cyber@cfccunderwriting.com