



**Social Engineering Fraud/Funds Transfer Fraud
Supplemental Commercial Crime Application**

Travelers Casualty and Surety Company of America

The term **Applicant** means all corporations, organizations or other entities, including subsidiaries and Employee Benefit Plans subject to ERISA, that are proposed for the crime insurance coverage to which Social Engineering Fraud coverage is requested to be attached.

I. GENERAL INFORMATION

1. Name of Applicant: _____
Mailing Address: _____ City: _____ State: ____ ZIP: _____
2. Are all employees who are responsible for authorizing and executing payments or funds transfer requests provided anti-fraud training, including social engineering, phishing, masquerading, and other fraud schemes? Yes No

II. VENDOR CONTROLS

(Attach a separate sheet to this Supplemental Application with an explanation for any "No" answers to questions in this Section II. or if additional space is needed to support the request for the Social Engineering Insuring Agreement.)

1. Does the Applicant verify the authenticity of all new Vendor bank accounts by a direct call to the payment-receiving bank *prior* to the first time setup of such banking information in the Applicant's accounts payable system? Yes No
2. Does the Applicant have procedures in place to verify the authenticity of invoices and other payment requests received from a Vendor? Yes No
3. Does the Applicant have procedures in place to verify the receipt of inventory, supplies, goods or services against an invoice *prior* to making payment to a Vendor? Yes No
4. Does the Applicant confirm all change requests regarding Vendor account information (including all bank account information, invoice changes, telephone or telefacsimile numbers, location and contact information) by a direct call to the Vendor using only the telephone number provided by the Vendor *before* the change request was received? *(If yes, please answer parts a, b, c., and d. below):* Yes No
- a. Is the call back procedure performed by an individual other than the individual who received the change request? Yes No
- b. Does the Applicant refrain from implementing any such change requests until *after* the Vendor has responded to the Applicant's inquiry regarding change request authenticity? Yes No
- c. Does the Applicant confirm all such change requests made by a Vendor with an individual (at the Vendor) other than the individual who requested the change? Yes No
- d. Does the Applicant require that all such change requests made by a Vendor be approved by the Applicant's supervisor(s) of the individual who received the change request, *before* it is acted upon? Yes No
5. Does the Applicant verify the length of time the account receiving the payment or funds transfer (e.g., wire transfer, ACH transfer, etc.) has been in existence with the receiving bank *prior* to approving and initiating any such transfer when it involves a recent change request? (e.g., any recent changes in depositing-bank, bank routing number, or account number, etc.)? Yes No

III. CLIENT CONTROLS

(Attach a separate sheet to this Supplemental Application with an explanation for any "No" answers to questions in this Section III. or if additional space is needed to support the request for the Social Engineering Insuring Agreement.)

1. Does the Applicant have procedures (e.g. credit/background checks, physical location information, bank account information) in place to verify the authenticity of all Clients? Yes No

If yes, please describe the procedures: _____

2. Are the procedures described in Question 1. above applicable for each and every transaction *prior* to furnishing goods or services to Clients? Yes No

3. Does the Applicant accept prepayment by Clients for goods or services *prior to* delivery or performance of an agreement? Yes No

4. Does the Applicant have custody or control over any funds or money belonging to any of its Clients, including but not limited to escrow or trust accounts? Yes No

If yes, please describe the nature of the control or custody and the oversight procedures associated with protecting such funds or money: _____

5. Does the Applicant have access to Clients' financial systems (e.g., accounting, payroll, purchasing systems, etc.)? Yes No

If yes, please describe the nature of the access and the oversight procedures associated with protecting such financial system access: _____

6. Does the Applicant accept payment or funds transfer instructions from a Client relating to a refund or repayment of goods, services or funds held in the Applicant's custody? Yes No

If yes, please describe the communication methods by which such instructions are received (e.g. telephone, e-mail, text message, telefacsimile (fax), general mail, etc.): _____

7. Does the Applicant confirm all payment or funds transfer instructions from a Client by a direct call to the Client using only the telephone number provided by the Client *before* the payment or funds transfer instruction was received? (If yes, please answer parts a., b., and c. below): Yes No

- a. Is the call back procedure above performed by an individual other than the individual who received the payment or funds transfer instruction? Yes No

- b. Does the Applicant confirm all such payments or funds transfer instructions made by a Client with an individual (at the Client) other than the individual who initiated the payment funds transfer instruction? Yes No

- c. Does the Applicant refrain from making any such payments or funds transfers until *after* the Client has responded to the Applicant's inquiry regarding the authenticity of such payment or funds transfer instruction requests? Yes No

8. Does the Applicant require that all such payments or funds transfer instructions made by a Client be approved by the Applicant's Supervisor(s) of the individual who received the payment funds transfer instruction, *before* it is acted upon? Yes No

IV. INTERNAL FUNDS TRANSFER INSTRUCTION CONTROLS

(Attach a separate sheet to this Supplemental Application with an explanation for any "No" answers to questions in this Section IV. or if additional space is needed to support responses to the questions.)

1. Does the Applicant maintain a pre-established list of employees authorized to initiate payment or funds transfer requests for reasons *other than* a Vendor invoice, or a Client repayment?
(If yes, please answer parts a. and b. below.): Yes No
- a. Does the Applicant have procedures in place to verify the authenticity of any payment or funds transfer request received by an authorized employee - from an internal company source (e.g., another employee, subsidiary, location, or department)? Yes No
- If yes, please describe such procedures: _____
- b. Are all such procedures performed consistently across all subsidiaries, business units, departments, and locations? Yes No
2. Do payments or funds transfers of a certain amount require dual authorization? Yes No
- If yes, what is that amount? _____
3. Does the Applicant require that any payment or funds transfer request made by an internal company source be approved by the Applicant's Supervisor(s) of the individual who received the payment or funds transfer request, *before* it is acted upon? Yes No
4. Is the authority to make electronic funds transfers (wire transfers, ACH payments, etc.) limited by the amount of each transfer? (for example: \$250,000.00 initiated by one employee and approved by a separate employee; \$500,000.00 initiated and approved by two separate Employees; \$1,000,000.00 or more initiated and approved by a senior officer such as the CEO, President, CFO, etc.) Yes No
- If yes, what dollar amounts require additional approval before a transfer can be made, and what are the positions at each level and who must approve the transfer?

5. Are certain employees with authority to approve electronic funds transfers (e.g., wire transfers, ACH transfers, etc.) required to be available at all times by cell phone or other means? Yes No
6. Is there a limit on the number of electronic funds transfers (e.g., wire transfers, ACH transfers, etc.) an employee can approve during a specified time period? (24 hours, 48 hours, 72 Hours, 1 Week, etc.) Yes No
- If yes, how many transfers and at what time interval?

7. Is there a limit on the total dollar amount of electronic funds transfers (wire transfer, ACH transfer, etc.) that can be approved by any one employee during a specified time period? (24 hours, 48 hours, 72 hours, 1 Week, etc.)? Yes No
- If yes, what is that dollar amount limit and at what time interval?

V. LOSS INFORMATION

Has the Applicant sustained any Computer or Social Engineering Fraud losses during the past 3 years? Yes No

If yes, please complete the following. Attach a separate sheet if more space is needed.

Date of Loss	Total Amount of Loss	Description of Loss and Corrective Action

VI. COMPENSATION NOTICE

Important Notice Regarding Compensation Disclosure

For information about how Travelers compensates independent agents, brokers, or other insurance producers, please visit this website: http://www.travelers.com/w3c/legal/Producer_Compensation_Disclosure.html

If you prefer, you can call the following toll-free number: 1-866-904-8348. Or you can write to us at Travelers, Enterprise Development, One Tower Square, Hartford, CT 06183.

VII. FRAUD WARNINGS

Attention: Insureds in Alabama, Arkansas, D.C., Maryland, New Mexico, and Rhode Island

Any person who knowingly (or willfully in MD) presents a false or fraudulent claim for payment of a loss or benefit or who knowingly (or willfully in MD) presents false information in an application for insurance is guilty of a crime and may be subject to fines and confinement in prison.

Attention: Insureds in Colorado

It is unlawful to knowingly provide false, incomplete, or misleading facts or information to an insurance company for the purpose of defrauding or attempting to defraud the company. Penalties may include imprisonment, fines, denial of insurance, and civil damages. Any insurance company or agent of an insurance company who knowingly provides false, incomplete, or misleading facts or information to a policyholder or claimant for the purpose of defrauding or attempting to defraud the policyholder or claimant with regard to a settlement or award payable from insurance proceeds shall be reported to the Colorado Division of Insurance within the Department of Regulatory Agencies.

Attention: Insureds in Florida

Any person who knowingly and with intent to injure, defraud, or deceive any insurer files a statement of claim or an application containing any false, incomplete, or misleading information is guilty of a felony of the third degree.

Attention: Insureds in Kentucky, New Jersey, New York, Ohio, and Pennsylvania

Any person who knowingly and with intent to defraud any insurance company or other person files an application for insurance or statement of claim containing any materially false information or conceals for the purpose of misleading, information concerning any fact material thereto commits a fraudulent insurance act, which is a crime and subjects such person to criminal and civil penalties. (In New York, the civil penalty is not to exceed five thousand dollars (\$5,000) and the stated value of the claim for each such violation.)

Attention: Insureds in Louisiana, Maine, Tennessee, Virginia, and Washington

It is a crime to knowingly provide false, incomplete, or misleading information to an insurance company for the purpose of defrauding the company. Penalties include imprisonment, fines, and denial of insurance benefits.

Attention: Insureds in Oregon

Any person who knowingly presents a false or fraudulent claim for payment of a loss or benefit or who knowingly presents false information in an application for insurance may be guilty of a crime and may be subject to fines and confinement in prison.

Attention: Insureds in Puerto Rico

Any person who knowingly and with the intention of defrauding presents false information in an insurance application, or presents, helps, or causes the presentation of a fraudulent claim for the payment of a loss or any other benefit, or presents more than one claim for the same damage or loss, shall incur a felony and, upon conviction, shall be sanctioned for each violation with the penalty of a fine of not less than five thousand dollars (\$5,000) and not more than ten thousand dollars (\$10,000), or a fixed term of imprisonment for three (3) years, or both penalties. Should aggravating circumstances be present, the penalty thus established may be increased to a maximum of five (5) years; if extenuating circumstances are present, it may be reduced to a minimum of two (2) years.

VIII. SIGNATURE SECTION

THE UNDERSIGNED OFFICER OF THE APPLICANT (AUTHORIZED REPRESENTATIVE) DECLARES THAT TO THE BEST OF HIS OR HER KNOWLEDGE AND BELIEF, AFTER REASONABLE INQUIRY, THE STATEMENTS SET FORTH IN THIS APPLICATION FOR INSURANCE, INCLUDING ANY SUPPLEMENTS OR MATERIALS MADE PART OF THIS APPLICATION, ARE TRUE AND COMPLETE AND MAY BE RELIED UPON BY TRAVELERS. IF ANY INFORMATION IN THIS APPLICATION, OR ANY SUPPLEMENTS OR MATERIALS SUBMITTED THEREWITH, CHANGES PRIOR TO THE INCEPTION DATE OF THE BOND THAT TRAVELERS MAY ISSUE TO THE APPLICANT, THE APPLICANT WILL NOTIFY TRAVELERS AND TRAVELERS MAY MODIFY OR WITHDRAW ANY

OUTSTANDING QUOTATION. TRAVELERS IS AUTHORIZED TO MAKE ANY INVESTIGATION OR INQUIRY IN CONNECTION WITH THIS APPLICATION.

THE SIGNING OF THIS APPLICATION DOES NOT BIND TRAVELERS TO OFFER, NOR THE APPLICANT TO PURCHASE, THE INSURANCE. IT IS AGREED THAT THIS APPLICATION, INCLUDING ANY SUPPLEMENTS OR MATERIALS MADE PART OF THIS APPLICATION, WILL BE THE BASIS OF INSURANCE, AND THAT TRAVELERS WILL HAVE RELIED UPON THIS APPLICATION, INCLUDING ANY SUPPLEMENTS OR MATERIALS MADE PART OF THIS APPLICATION, IN ISSUING THE BOND.

ELECTRONICALLY REPRODUCED SIGNATURES WILL BE TREATED AS ORIGINAL.

Signature*: Officer of **Applicant**
(Authorized Representative)

Name (Printed)

Title

Date

***IF YOU ARE ELECTRONICALLY SUBMITTING THIS APPLICATION TO TRAVELERS, APPLY YOUR ELECTRONIC SIGNATURE TO THIS FORM BY CHECKING THE ELECTRONIC SIGNATURE AND ACCEPTANCE BOX BELOW. BY DOING SO, YOU HEREBY CONSENT AND AGREE THAT YOUR USE OF A KEY PAD, MOUSE, OR OTHER DEVICE TO CHECK THE ELECTRONIC SIGNATURE AND ACCEPTANCE BOX CONSTITUTES YOUR SIGNATURE, ACCEPTANCE, AND AGREEMENT AS IF ACTUALLY SIGNED BY YOU IN WRITING AND HAS THE SAME FORCE AND EFFECT AS A SIGNATURE AFFIXED BY HAND.**

AUTHORIZED REPRESENTATIVE'S ELECTRONIC SIGNATURE AND ACCEPTANCE

IX. PRODUCER INFORMATION (ONLY REQUIRED IN FLORIDA, IOWA, AND NEW HAMPSHIRE):

Producer Signature

Producer Name (Printed)

Agency Name

Agency Code

License Number