

## Hanover Cultural Institutions Advantage

# Coverage scenarios

Cultural Institutions like yours are quite different from other organizations, and therefore face many different and unique kinds of exposures to loss. The Hanover, in partnership with your insurance agent, has developed highly specific coverages aimed at minimizing your losses from areas you may never have considered at risk. These coverages are available at very competitive rates. Your Hanover Agent can help you review these coverages in detail.

## Risk Review Checklist

### Base Property Broadening Endorsements

Our selection of tiered Base Property Broadening Endorsements—Bronze, Silver, Gold, and Platinum—allow you to choose the level of coverage that best aligns with your business needs. The endorsements consist of over 65 coverages and enhancements with amendable limits, including:

RISK EXPOSURE	KEY QUESTIONS	THE HANOVER SOLUTION
Broadened Business Personal Property	A display of rare manuscripts, both yours and those loaned to you by patrons of the library, is damaged. Will the patrons who trusted you with their property be covered?	Hanover's Property Broadening Endorsement provides not only coverage for your institution, but also for the manuscripts loaned by your patrons.
E-Commerce	Are you covered for damage to your computer equipment stemming from computer hacking or computer virus? What would happen to your income if someone hacked into your computer and introduced a virus resulting in limited access to your website?	Hanover's Property Broadening Endorsements include two important coverages that provide protection for: <ul style="list-style-type: none"> <li>• Direct physical loss or damage to computer equipment at your facility caused by electronic vandalism</li> <li>• Extension of your business interruption insurance to cover loss of income and necessary extra expense from the suspension of operations caused by an interruption in computer operations at your facility due to electronic vandalism with a combined limit of \$2,500, \$5,000, \$10,000 or \$25,000.</li> </ul>
Employee Theft	You discover a recurring "error" in your financial statement that turns out to be an employee skimming off the donations made by corporate donors. Is a criminal act covered by your present carrier?	Employee Theft is a valuable coverage that can protect the museum and library from a dishonest employee. Hanover's protection covers one, or a series of events as one occurrence, with limits available up to \$150,000.
Ordinance or Law	What would happen if your building had a loss, and it needed to be re-configured to comply with a local ordinance or law? Did you know standard property policies do not automatically include this coverage?	Hanover's Property Broadening Endorsements provide coverage for ordinances, regulations or law pertaining to: <ul style="list-style-type: none"> <li>• Loss to the undamaged portion of the building</li> <li>• Demolition costs to the damaged portion of the building</li> <li>• Increases in the cost of construction</li> </ul> The second two limits are blanketed in one overall limit—\$100,000, \$300,000 or \$500,000.
Property in Transit	Your unmarked box truck gets held up by a gang of thieves and they make off with a shipment of frames from England that you have just picked up at the airport. Are you covered for property in-transit?	Hanover's Property In-Transit offers a small limit for Transit coverage for your property or the property of others in your care, custody or control. This coverage provides a limit of up to \$150,000, and is not designed for transit coverage on major works of art.
Property Off Premises	You take part in an exhibition at a County Fair sponsored by your local Historical Society, providing a variety of rare, local artifacts for display. A fire spreads through the tent and destroys the memorabilia. Does your current program provide for this kind of loss?	Hanover's Property Off Premises Coverage offers the peace of mind that you are covered in the event of an extraordinary and unexpected event. This coverage provides a limit of up to \$200,000.

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Reward—Arson, Theft, Vandalism	Thieves made off with one of your most valuable display items, right from under your nose. It is recommended that you offer a reward. Will you be covered if you have to pay?	The Hanover provides coverage which will reimburse you for the payment of a reward up to \$100,000.
Sewer Backup	An extremely disagreeable problem that even museums and libraries have to deal with. Are you covered?	The Hanover offers broadened coverage for the Sewer Backup. This coverage provides for direct physical loss at a covered property, at an insured location, caused by or resulting from water which backs up or overflows from a sewer, drain or sump pump. Our Silver Property Broadening Endorsement provides up to \$100,000 of coverage while our Gold and Platinum Property Broadening Endorsements include it in the definition of Business Personal Property.
Worldwide Property Off Premises	Your institution loaned a variety of artifacts to an exhibition taking place in Paris. While unloading, many of the pieces are damaged. Does your current program offer you coverage for this type of exposure?	Hanover’s Worldwide Off Premises Coverage is designed for this exposure. Your property off-premises is covered anywhere in the world. Limits available up to \$100,000.

**The following coverages are included in the Blanket Limit of Insurance, with available limits up to \$1,000,000:**

- Accounts Receivable
- Deferred Payments
- Fine Arts
- Fire Department Service Charge
- Movement of Property
- Outdoor Property
- Personal Effects and Property of Others
- Research and Development Documentation
- Valuable Papers and Records

**Cultural Institutions Property Broadening Endorsement**

The Hanover’s optional Cultural Institutions Property Broadening Endorsement meets the unique needs of all types of cultural institutions. You can add the Cultural Institutions Property Broadening Endorsement to your selected base property broadening endorsement to further customize your coverage to add or enhance 9 coverages and address industry-specific exposures, including:

RISK EXPOSURE	KEY QUESTIONS	THE HANOVER SOLUTION
Fundraiser Business Income	Structural damage causes you to postpone the most important fundraiser of the year, accounting for a large portion of your yearly donations. Are you covered for this claim?	Hanover’s Fundraising Business Income Coverage helps the museum to defray costs for catering and entertainment that had to be cancelled at the last minute. This coverage provides a limit of \$50,000.
Research Expenses for Fine Arts	Your curators are accumulating a significant expense researching a replacement for a rare book from the Civil War that was damaged by a leak in the roof. Are you covered for the expenses of tracking down a replacement book?	Hanover’s Research Expenses for Fine Arts is designed to reimburse you for the expenses you incur while traveling to verify the authenticity of the rare book you are looking to buy, with limits up to \$5,000.

**Emergency Event Management**

The Hanover’s Emergency Event Management Coverage provides valuable protection to organizations adversely impacted by a violent act or outbreak of illness at the Insured’s location. The Hanover’s Emergency Event Management form is one of the broadest of its kind and responds to covered emergencies at an Insured’s location, including:

- Actual or attempted violent acts
- Premises contamination from bacterial micro-organisms transmitted through human contact with food (this also includes interruption of operations due to the hepatitis virus, Legionnaires’ disease and/or noroviruses—no other viruses or illnesses are covered)
- Specified felonies such as child abduction, sexual assault or criminal use of a firearm
- Other emergency incidents that occur at an Insured’s location such as fire, explosion or workplace accident that results in adverse regional or national news coverage of the Insured’s business

RISK EXPOSURE	KEY QUESTIONS	THE HANOVER SOLUTION
Emergency Event Management	An outbreak of a highly contagious virus in your on premise cafe causes the museum to close for a period of time. This reaches the local news outlets and papers resulting in some negative publicity. Are you covered for public relations expenses when an event like this occurs?	Hanover's Emergency Event Management Coverage provides three flexible limits for: <ul style="list-style-type: none"> <li>• Emergency Event Communication Expense—covers public and media relations expenses used to mitigate financial impact to your business after an emergency event</li> <li>• Emergency Event Business Income (and Extra Expense)—covers the loss of business income resulting from an emergency event (this coverage requires the Insured to have also purchased business income from Hanover)</li> <li>• Post-Emergency Event Expense—covers medical treatments, counseling, and funeral expenses for individuals who were physically injured at an Insured's location during an emergency event</li> </ul>

### Historic Valuation Clause

RISK EXPOSURE	KEY QUESTIONS	THE HANOVER SOLUTION
Historic Valuation Clause	Many institutions are housed in historic buildings; many of which are included in the National Register of Historic Places. In the event of a loss, would you be able to afford to replace the materials and workmanship of the original building?	Hanover's Historic Building Valuation gives the owner the ability to repair, rebuild or replace using the same workmanship and architectural materials that are reasonably available and resemble workmanship and materials available at the time of the original building for outwardly facing repairs. Internal repairs would use more modern readily available materials.

### Data Breach

RISK EXPOSURE	KEY QUESTIONS	THE HANOVER SOLUTION
Data Breach and Cyber Liability	Most organizations store members' personal information as part of their day-to-day transactions. What would happen if there was a reasonable cause to suspect that such private personal data of a member has been lost, stolen, accidentally released, or accidentally published? Did you know that many states are strengthening the notification requirement laws of businesses if such a breach occurs?	Hanover's Data Breach and Cyber Liability Coverages provide a number of valuable services and expense coverages to meet this growing need. Included coverages are: <ul style="list-style-type: none"> <li>• Data Breach Services, including consulting, toll-free hotline, fraud alert, and identity restoration case management</li> <li>• Data Breach Expenses, including cost of notification, forensic analysis, and proactive monitoring services</li> <li>• Additional Expense, including legal services, public relations, data breach ransom, and rewards</li> <li>• Defense and liability costs arising from third-party lawsuits</li> </ul>

### General Liability Broadening Endorsements

Suite of General Liability broadening coverages, including:

RISK EXPOSURE	KEY QUESTIONS	THE HANOVER SOLUTION
Aggregate Limit per Location	Do you own more than one location? Does your General Liability aggregate limit apply per location?	The Hanover's suite of General Liability broadening coverages automatically apply your General Liability aggregate limit per location.
Medical Payments—Increased Limit	Does your current carrier provide relief for medical expenses, first aid, ambulance and funeral services?	Hanover's suite of General Liability broadening coverages can increase the Medical Payments limit up to \$25,000.

### General Liability Coverages

These optional coverages and endorsements provide increased protection for your cultural institution.

RISK EXPOSURE	KEY QUESTIONS	THE HANOVER SOLUTION
Global General Liability Endorsement	Does the museum sell merchandise worldwide?	Hanover's Global General Liability Endorsement broadens the policy territory to anywhere in the world, except where we have trade or economic sanctions. The endorsement is in excess of any foreign placed policy purchased. The endorsement comes with an additional charge and a minimum premium of \$2,500.

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Liquor Liability	A museum with a restaurant can't operate without Liquor Liability coverage. Does your facility have a cafe that serves alcoholic beverages?	The Hanover offers Liquor Liability or Host Liquor coverages to institutions with restaurants. Coverage is state-specific and requires a supplemental application to be completed. Pricing/Rating is based on a determination of exposure. Hanover offers primary limits of \$1,000,000/\$2,000,000.
Medical Payments for Restaurants	Are you protected if one of your customers chips a tooth on their chicken salad sandwich?	Standard General Liability policies provide coverage for medical payment expenses as a result of injury at your facility or due to operations. However, Products and Completed Operations are excluded from Medical Payment coverages. Hanover's broadened Medical Payment coverage for Restaurants includes Products and Completed Operations involving the serving and consumption of food products on your premises.
Broadened Supplementary Payments	What if one of your frequent guests contracts salmonella while eating at your restaurant? Your General Liability policy covers this bodily injury, but what about the necessary measures taken to insure that other guests won't be infected?	The Hanover offers this important coverage for reasonable expenses you incur for inoculations or similar measures which are prescribed to prevent further illness among guests. The limit is \$5,000.
Sexual Misconduct and Sexual Molestation	What would happen if your organization was legally obligated to pay damages arising out of an actual or alleged sexual misconduct, or sexual molestation? Did you know that this is excluded on many liability policies?	Hanover's endorsement to the General Liability Policy offers protection for negligent acts of its employees/volunteers. Suits are generally related to negligent supervision, hiring practices or the retention of the employee, and coverage is on a claims-made basis with primary limits of \$1,000,000/\$1,000,000. Talk to your Underwriter further about eligibility and underwriting guidelines.
Hospitality Services E&O	What would it cost you if you inadvertently booked two special events to the same location at the same time?	Hanover's Hospitality Services E&O covers the liability associated with a Cultural Organization scheduling two events on the same day and having to cancel one (i.e., a wedding or corporate event). This coverage offers limits of \$100,000 or \$250,000.
International Human Resource Coverage	Conducting business abroad can be a great opportunity, but it comes with unique and complicated risks like terrorism, unusual weather-related incidents, theft, vandalism, illness, and more. The worst part is standard property and liability insurance will not protect your business in foreign locations. How does your insurer handle risks to your staff in foreign locations?	Hanover's International Human Resource Coverage provides the comprehensive specialty coverage needed to do business abroad without worry. We provide best-in-class products along with medical assistance, travel assistance, medical evacuation and personal security services while traveling and a dedicated team of international insurance specialists and experts in more than 130 countries.

## Let's explore your coverage options together

Your Hanover Agent can provide complete details. Partner with your agent today to make sure you get the right coverage to adequately protect all aspects of your cultural institution.



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