

## *Hanover Life Sciences Advantage*

# Is my claim covered?

Our experience working in the Life Sciences space has educated us on the many risks faced by organizations involved in digital health technology, pharmaceutical, medical device, and contract research. Hanover Fusion offers customizable protection to Life Sciences organizations to help create solutions that protect against the unexpected. These scenarios help to show you how.

### Injury resulting from a salesperson's advice

A salesperson was in an operating room to provide technical support for a product. During the procedure, the surgeon was unable to obtain the output needed from the surgical ablation device. The salesperson suggests increasing power on the device, based on his clinical observations in a similar procedure.

Unfortunately, when the power was increased, the patient sustained serious internal injuries.

#### **HOW HANOVER FUSION CAN HELP**

Our Products-Completed Operations coverage offers protection for failure to provide warnings or advise of risks posed by the use of a product.

### The case of a sourcing issue

A medical device company makes components for a large medical device manufacturer. The manufacturer discovers a problem with the components only after thousands of products have been sold. The root cause of the problem is determined to be a sourcing issue originating from the medical device company's facility. The company suffers significant damage to its reputation, resulting in lost sales.

Unfortunately, without Errors & Omissions (E&O) coverage, a lawsuit brought against the company could result in severe financial consequences.

#### **HOW HANOVER FUSION CAN HELP**

Our Errors & Omissions coverage offers broad coverage for errors, omissions, or negligent acts related to your products or your work.

### Unauthorized access

A hospital hired a healthcare IT company to provide a patient software platform that enables clinicians to proactively monitor patient adherence to medications.

The platform was accessed by an unauthorized third party who disrupted the network, forcing the hospital to pull the network offline and revert to paper-based processes.

Unfortunately, the claim is not covered because unauthorized access is not included in the healthcare IT company's insurance program—leaving it with a loss of more than just data.

#### **HOW HANOVER FUSION CAN HELP**

Our Information Security & Privacy and Personal Injury coverage includes protection for security issues that result in a disruption of your business.



## Improper manufacturing protocols

A pharmaceutical company processes a batch of OTC products but fails to properly sanitize their equipment before the next production run. As a result, when they manufacture a batch of a pediatric drug, it becomes contaminated with residue from the previous product. The tainted pediatric drug is then shipped to retailers. Within a week, the company receives numerous claims of nausea, vomiting and headaches among children who consumed the contaminated product.

### HOW HANOVER FUSION CAN HELP

Our Products-Completed Operations coverage offers protection for manufacturing defects.

## Data quality issues

A contract research organization (CRO) provides clinical trial services to a pharmaceutical manufacturer of therapeutic treatments for hypertension. Low-quality clinical trial data prompted the FDA to place a hold on all programs for the therapeutic treatment, leading the pharma manufacturer to withdraw its application for FDA approval. The pharma manufacturer blamed the CRO for the poor data quality and sued the company for damages.

### HOW HANOVER FUSION CAN HELP

Our E&O coverage offers broad coverage for errors, omissions or negligent acts related to your products or your work.

## Accidental product handling

A contract manufacturing company signs an agreement to provide manufacturing and cold storage services for a medical device company involved in research and development.

The company had a previous client who required cold storage that occupied 50% of their cold storage space, with their product needing to be stored at exactly -20°C. The new customer has a similar product, but it must be stored at exactly -40°C.

Unfortunately, the employee responsible for the new customer's cold storage failed to adjust the freezer temperatures, and the new product was accidentally stored at -20°C. As a result, the product was rendered useless and had to be destroyed due to improper storage conditions.

### HOW HANOVER FUSION CAN HELP

Our E&O coverage offers broad coverage for errors such as this, omissions or negligent acts related to your products or your work.

## Help ensure you're protected

Hanover Fusion provides specialized coverage for Life Sciences organizations. Contact your Hanover agent today to learn more about how Hanover Life Sciences Advantage can provide you with the end-to-end protection you need.

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