

### Claim Scenarios

- A computer software company installs and customizes accounting software for national retailers. One day, a customer calls and has discovered that a large number of journal entities that were inputted correctly have been misclassified due to an error in the software. The problem is resolved within 48 hours, however; your customer has incurred significant fees due to misclassifications. And, the customer's last quarterly financial statements have to be restated resulting in more legal and accounting fees. You are now being sued for all these extra expenses.
- A software company that designs custom software for use by small to large companies to monitor traffic on their websites. Based on the information developed by the software, a client finds that assumptions they made about the age of their key market segments are incorrect. A media relations company is hired to revamp their website. Once the site is finished it is discovered that the data based on assumptions arising out of the software is incorrect. They bring suit for the expense and loss of income due to the down time.
- A company that reproduces movies on to DVD and VHS tapes receives an order to reproduce millions for sale at movie rental stores across the country. However; after the DVD/Tapes are delivered and shipped to retail location it is discovered that the product contains a virus. The studio and retail chain of stores bring suit for the value of the contract and loss of income.
- A web site is designed that includes an "Ask an Expert" section where individuals post questions for legal or real estate (or other professional advice) advice. The response causes an error or omission that causes a financial lost and/or bodily injury. Users of the site bring suit for malpractice.
- A web site design by a professional design firm includes numerous links to third party web sites in the interest of providing additional information and referrals. The service provided by one of these linked sites does not provide the services for which is guaranteed. The harmed individuals bring a suit against both the firm performing the service and the site that linked the individual. The allegations include the original site "recommending" the service provider.

**These scenarios are not intended to be interpreted as coverage positions. Coverage for any given claim is based upon its facts and the specific terms and conditions of the policy.**