



Cork Protect: Warranty Coverage Definitions

The definitions and explanations provided here are for general understanding and clarity only. They are not legally binding. For the full and legally controlling terms, conditions, and coverage details, please refer to the Customer Warranty Agreement.

Essential Benefits

Instant Fund Access: Upon receiving a claim, Cork will immediately issue a pre-loaded credit card which can be used to start paying for remediation expenses without having to wait for the claim to be processed. When the claim amount is finalized, Cork will reimburse for covered expenses under the warranty less the amount already used from the pre-loaded credit card.

*Instant Funds SLA is 60 minutes or less.

Wire/ACH Transfer Losses: When an employee of the customer is tricked into sending money to someone disguised as a vendor, client, executive officer, or other employee with a well crafted email, Cork will assist in recovering the money and reimburse for the lost amount if unsuccessful. If compromise of customer email account is suspected, Cork will also reimburse expenses to expel unauthorized users from the account.

Phishing or Smishing Payment: When an employee of the customer receives SMS or email from someone disguised as an executive officer or other employee of the company and is tricked into buying and sending gift card codes, Cork will reimburse the lost amount.

Cyber Insurance Deductible Gap Coverage: If a customer has cyber insurance for an incident that Cork also covers, they can generally choose to use either cyber insurance or the Cork warranty. If the insurance does not cover the full loss, Cork may cover the gap for eligible expenses under the warranty. For example, if the customer's cyber insurance deductible is \$10k, Cork may reimburse that amount directly to the customer so they can pay the portion they would otherwise cover out-of-pocket, provided the loss qualifies as a Cyber Insurance Deductible/Retention Loss and meets all warranty requirements.

Incident Response Service: Cork will cover reasonable and necessary expenses related to ransom payment (negotiation and sanctions compliance, if included in your plan), legal support for breach notifications and compliance, and forensic or IT services to restore systems (including software replacement, malware removal, system configuration, and two weeks of



post-remediation monitoring). Coverage restores systems to their pre-incident state only. It does not cover upgrades or improvements beyond the original system.

Enhanced Benefits

Ransom Payment: Cork will reimburse or directly pay the ransom amount when data recovery fails or when Cork and customer mutually agree to remediate the situation by paying ransom instead of attempting to recover data from backup.

Business Interruption Loss: Cork provides business interruption loss coverage when ransomware locks up the system critical to run the business. It helps replace lost net income and covered expenses like rent, payroll and other financial responsibilities. Business Interruption is calculated as either a flat fee of \$1,500/day prorated to the hour or calculated from submissions of a signed proof of loss.

Data Recovery Service: Cork will cover reasonable expenses incurred by Customer for a professional firm to recover, restore, or repair from backups. This covers a wide range of digital assets focused on electronic data and computer software.

Pricing/Coverage Definitions

Annual Limit

This is the maximum amount Cork will pay for all incidents during the warranty period regardless of the number of incidents. Please see the Schedule A located in the "Customer Warranty Agreement" for specific benefit sub limits.