

# Technology Professional Indemnity

Cyber & Technology Solutions

## Managing complex technology professional indemnity claims with coordinated global expertise

Technology Professional Indemnity claims arise when technology services, systems or advice fail, resulting in financial loss. As reliance on technology providers increases, exposures are growing across system implementation, software performance, data handling and service delivery.

These claims often involve complex technical issues, multiple parties and operational disruption. Crawford Global Technical Services provides a coordinated approach that connects technical causation with clear liability outcomes and structured claim resolution.

**\$42.22B**

GLOBAL PROFESSIONAL INDEMNITY INSURANCE MARKET

**\$71.09B**

PROJECTED MARKET SIZE BY 2035

**38%**

OF NEW PI POLICIES INCLUDE CYBER LIABILITY EXTENSIONS

**1.8M**

PI LINKED CLAIMS, WITH SIGNIFICANT CONNECTION TO IT AND CYBER RELATED FAILURES

## What we deliver

- Accurate determination of liability across complex technology service failures
- Reduced indemnity exposure through early technical analysis and structured claims strategy
- Specialist expertise translating technical findings into clear, defensible liability positions
- Assessment and **management of large, complex losses including data centre environments** across both software and hardware failures
- Consideration of emerging exposures including AI misconfiguration and technology driven service failures
- Identification of **third party recovery opportunities** across multi provider environments
- **Coordinated management** of forensic, legal and technical specialists
- A consistent and structured approach to complex, multi party claims environments

## Our approach

We deliver an end to end Technology Professional Indemnity solution tailored to each client, supporting both individual losses and complex portfolios.

Our model is **adjuster led**, establishing the facts early, preserving evidence and aligning technical investigation with coverage and liability from the outset. We coordinate technical experts, forensic providers and legal advisors, maintaining control of cost, direction and outcome throughout the lifecycle of the claim.

A trusted, **established vendor panel** supports forensic analysis, restoration and technical validation, providing consistency, quality and efficiency. This structured approach supports remediation, negotiation and recovery, guiding clients through apportionment, settlement and third party recovery where applicable.

## Why Crawford

- Adjuster led model that connects technical causation directly to liability and quantum
- Strong experience managing system failures, software defects and technology service issues
- Ability to translate complex technical detail into clear, actionable claims insight
- Proven coordination of forensic, legal and technical partners within a single claims strategy
- Established vendor panel supporting complex investigations, restoration and cost control
- Capability to manage Technology PI claims alongside related exposures where required, supporting a more adaptive claims approach

# About Crawford & Company<sup>®</sup>

For over 80 years, Crawford has led the industry through a relentless focus on people and the innovative tools that empower them.

**10K** EMPLOYEES

**70** COUNTRIES

**50K** FIELD RESOURCES

**\$18B** CLAIMS MANAGED ANNUALLY

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**Crawford**<sup>®</sup> GTS

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