

FICTIONAL EXAMPLE

Insurance Decision Record Sample

A technology services example that keeps the agreement request, available evidence and business decision distinct.

The request and the work

Example Customer Ltd. asks Example Services Ltd. for CAD 10 million of cyber insurance and CAD 5 million of technology errors and omissions insurance. The supplier provides hosted analytics. The data it will handle and the customer's reliance on the service still need confirmation.

Working answer: confirm the missing facts

The amounts alone do not establish whether the request fits the work. Confirm the type and volume of data, access to customer systems and the consequences of an outage before choosing a negotiating position. Do not suggest that a higher amount is automatically necessary or sufficient.

What the evidence shows

A fictional broker letter displays CAD 5 million shared across cyber and technology errors and omissions. It does not show separate CAD 5 million amounts for each product or CAD 10 million of cyber insurance. Ask the broker to confirm the applicable limits, basis and policy wording. Do not count the shared amount twice.

The organization's decision

Status: more information needed. Reason: service exposure and the requested insurance have not yet been reconciled. Assigned business contact: Jordan Example. Decision: no exception accepted. If an authorized person later accepts a gap, record that choice and its reason; the evidence result remains unchanged.

Next action

Jordan will confirm the data access and outage consequences with the service team, then obtain the broker's limit clarification. Revisit the proposed wording after those facts are available. No contract approval or insurance confirmation is recorded by this example.