

**INFORMATION TECHNOLOGY ERRORS & OMISSIONS CLAIMS
1997 – 2001**

Total Loss	Description of IT E&O Claim (date)
\$4,830,557	Claimant sued insured for misrepresentation of risk service, caused a financial loss of the claimant.
\$4,026,985	Insured supplied information technology to operator of lottery. State is claiming damage for system malfunction.
\$2,134,606	Customer alleges error in migrating operating system to meet new platform.
\$1,876,707	Claimant alleges computer system provided by insured was defective and not y2k compliant
\$1,782,709	Error in calculation of finance charges to customer.
\$1,326,000	Customer alleges breach of contract, non performance, failure to provide timely, accurate billing services.
\$1,051,000	Insured installed an operating system. When the claimant corporation had another contractor expand the op sys, the entire system failed.
\$760,982	Complaint alleges that insured sold non year 2000 complaint software.
\$744,537	Claim for indemnity for CIO who was terminated for non-performance of duties. Claims failure of insured's software was the actual cause of the poor performance. (2000)
\$722,778	Customer alleges breach of contract for failure to perform billing services.
\$693,548	Claimant alleges improper and untimely implementation of a critical information system.
\$635,125	Customer alleges insured failed to perform billing and collection services according to industry standards.
\$566,324	Breach of contract.

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Total Loss	Description of IT E&O Claim (date)
\$559,990	Improper implementation of software system.
\$477,452	Suit alleges errors and omissions in system implementation.
\$326,000	Claimant alleges insured misrepresented capabilities of system.
\$322,778	Claimant alleges lost revenue and consequential damages as a result of deficiencies in the insured's handling of their billing & collections.
\$321,539	Claimant alleges billing errors caused by improper software design.
\$293,127	Alleged breach of contract and warranty for a contract for software design and implementation.
\$286,516	Breach of contract.
\$276,000	Claimant alleges error in insured's system resulted in failure to properly bill claims.
\$266,743	Insured released software update to users which allegedly contained programming errors causing users to sustain direct & consequential expense.
\$266,000	Claimant alleges insured failed to deliver workable website for claimant.
\$253,247	Claimant alleges injuries after laser surgery.
\$250,000	Claimant alleges that encoder devices manufactured by insured in thermostats are defective.
\$231,245	Data input error caused problem with circuit boards

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Total Loss	Description of IT E&O Claim (date)
\$225,000	Allegations for economic damages suffered in connection with a mainframe outage.
\$216,000	Demand for arbitration due to alleged breach of services agreement and failure to timely process and transmit records, and misrepresentation of insured's capabilities.
\$203,558	Some circuit boards manufactured by insured (to client specifications) overheat. Testing shows there may be client error.
\$201,000	Customer alleges defective software resulting in consequential damages.
\$201,000	Customer suit for breach of contract/warranty, fraud, actual, consequential and punitive damages against insured & reseller for defective software.
\$198,440	Claimant alleges insured breached its contract and was negligent in providing services to claimant.
\$190,396	Defective software product allegations.
\$176,000	Insured manufactured defective components causing its customer to incur recall and replacement expenses.
\$176,000	Claimant alleges that the insured's system failed to work as promised.
\$176,000	Arbitration demand for breach of contract.
\$176,000	Claimant alleges defects in software product.
\$175,000	Claimant alleges defects in insured's product.