



## My Tech Support – a help desk for your business

HSB, a Munich Re company, is a technology-driven company built on a foundation of specialty insurance, engineering, and technology, all working together to drive innovation in a modern world.

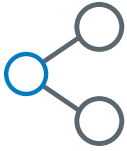
My Tech Support is a technical support service that's now available as part of the eRiskHub® website offered with our cyber insurance programs. This service offers free advice and how-to's for many issues business owners may experience frequently. My Tech Support provides you with immediate technical support. A live expert can help with advice and solutions to your personal computing issues. Experts are available 365 days a year from 8:00 AM – 10:00 PM EST or they can use the online chat service available in the eRiskHub®. Call My Tech Support: 1-855-814-9702

**We can help you:**

- Protect your PC from hackers.
- Install or update anti-virus software.
- Optimize Internet and browser settings.
- Set up tablets or smart phones.
- Back up your data.
- Troubleshoot your PC to printer connection. And more...

### Need advice?

**We're here to help you solve your technical problems. Our technical experts are versed in a wide range of technical issues. We'll find out why your PC may not be performing at its best and offer solutions. Diagnosis is done free of charge for registered users!**



## Connect service

What we do: Connect a PC, tablet, or laptop to as many as four other devices, configure your wired or wireless network, assist you with basic router configuration and settings, secure your network and Internet connectivity.

### PC and devices

- PC, Laptop
- Printer
- Camera with PC

### Devices

- Tablet
- Smartphone

### Mac

- iPod
- MacBook Pro

### Home network

- Wireless networking
- Wired networking
- Router/Modem
- Printer
- Networking Adapters

**Fee: \$40**



## Optimize service

What we do: Remove unnecessary programs, processes and systems, optimize Internet and browser settings, update your operating system, retrieve valuable hard drive space, schedule automatic defragmentation and bad sector checks, schedule critical Windows and service pack updates.

### PC and devices

- PC, Laptop
- Tablet
- Mac
- Smartphone
- Printer

### Home network

- Wireless networking
- Wired networking
- Router/Modem
- Printer
- Networking Adapters

### Mac

- iPod
- MacBook Pro

### Other

- Gaming systems

**Fee: \$70**



## Restore service

What we do: Perform a comprehensive scan of your computer, detect and delete virus, malware and spyware, protect your data and personal information from theft, enhance system security and performance, stop annoying pop-up ads.

### PC and devices

- PC, Laptop
- Tablet
- Mac
- Smartphone
- Printer

### Home network

- Wireless networking
- Wired networking
- Router/Modem
- Printer
- Networking Adapters

### Security

- AntiVirus
- PC Security
- Router/Modem
- Firewall

### Other

- Protect your data
- Security techniques

**Fee: \$99**



## Subscribe

What we do: Provide unlimited technical support for four devices, remove virus and malware, reinstall your operating system and help you upgrade, set up and support electronic devices, provide access to unlimited how-to reference material.

### PC and devices

*Coverage for 4 devices*

- PC, Laptop
- Tablet
- Mac
- Smartphone
- Printer

### Home network

- Wireless networking
- Wired networking
- Router/Modem
- Printer
- Networking Adapters

### Security

- AntiVirus
- Wire networking
- PC Security
- Printer
- Firewall

### Mobile devices

- Android
- iPhone
- iPod
- Blackberry
- Samsung
- Windows Mobile

### Application

- Microsoft Office
- Google Doc
- Adobe
- OpenOffice

### Internet and VoIP

- Email
- Browsers
- ISP
- Online Chat
- VoIP

**Fee: \$130**