

PRODUCTS AND SERVICES (Continued)

7. WHAT IS THE ACCEPTABLE DOWNTIME FOR YOUR PRODUCT/SERVICE ACCORDING TO YOUR AVERAGE CUSTOMER'S NEEDS?		
<input type="checkbox"/> NO DOWNTIME ACCEPTABLE	<input type="checkbox"/> DOWNTIME OF LESS THAN 2 DAYS IS ACCEPTABLE	<input type="checkbox"/> MORE THAN 2 DAYS DOWNTIME IS ACCEPTABLE
<input type="checkbox"/> DOWNTIME OF LESS THAN 1 DAY IS ACCEPTABLE		
8. WHAT IS THE WORST THING THAT COULD HAPPEN TO YOUR CUSTOMERS' OPERATIONS IF YOUR PRODUCT/SERVICE WERE TO FAIL OR STOP WORKING?		
9. WHAT IS THE AVERAGE LIFE EXPECTANCY OF EACH OF YOUR PRODUCTS?	10. WHAT IS THE AVERAGE COST OF A SALE OR CONTRACT WITH AN INDIVIDUAL CUSTOMER?	11. WHAT IS THE VALUE OF YOUR LARGEST SALE OR PROJECT?
12. NAME YOUR 5 LARGEST CUSTOMERS.		
13. LIST ANY NEW PRODUCTS OR SERVICES YOU PLAN TO INTRODUCE IN THE UPCOMING YEAR.		

PRODUCT DEVELOPMENT AND QUALITY CONTROL

1. BRIEFLY EXPLAIN YOUR PRODUCT DEVELOPMENT METHODOLOGY.			
2. WHAT IS THE TITLE OF THE PERSON WHO HAS PRIMARY RESPONSIBILITY FOR YOUR QUALITY ASSURANCE PROGRAM?			
3. DESCRIBE YOUR QUALITY ASSURANCE PROGRAM.			
4. LIST ALL PRODUCTS AND QUALITY ASSURANCE STANDARDS, SUCH AS ISO 9000, FOR WHICH YOU ARE CERTIFIED.			
5. DO YOU CONDUCT FORMAL INSPECTIONS OF REQUIREMENTS, DESIGN CODE, AND TEST PLANS?		YES	NO
6. DO YOU REQUIRE YOUR CUSTOMERS TO SIGN OFF AT CRITICAL MILESTONES OF A PROJECT?		YES	NO
7. WHAT PERCENT OF YOUR PRODUCTS OR SERVICES DO YOU DESIGN YOURSELF?		_____ %	
8. ARE REDUNDANT SYSTEMS OR WARNINGS BUILT INTO YOUR PRODUCT TO PREVENT OR WARN AGAINST THE PRODUCT'S FAILURE?		YES	NO
9. PLEASE LIST ALL PRODUCTS THAT YOU HAVE DISCONTINUED MAKING, BUT WHICH ARE STILL BEING USED.			
10. DO YOU HAVE A FORMAL PRODUCT RECALL PLAN?		YES	NO
11. IF YOU HAVE EVER HAD TO RECALL A PRODUCT, PLEASE EXPLAIN THE CIRCUMSTANCES.			
12. DO YOU HAVE CONTINGENCY PLANS TO SERVICE A CUSTOMER WHO HAS HAD A CRITICAL FAILURE OF YOUR PRODUCT OR SERVICE?		YES	NO
13. DO YOU NORMALLY INSTALL AND SERVICE YOUR PRODUCTS?		YES	NO
14. DO YOU PROVIDE SERVICE AND REPAIR OF PRODUCTS OTHER THAN YOUR OWN?		YES	NO
IF SO, WHAT IS THE % OF TOTAL SERVICE REVENUE GENERATED BY THIS WORK? _____ %			

SUPPLIERS

1. WHAT % OF YOUR COMPONENT PARTS ARE SUPPLIED BY OUTSIDE VENDORS?		_____ %		
2. WHAT % OF YOUR SUPPLIERS' COMPONENTS OR PARTS ARE DESIGNED BY YOUR COMPANY, BUT MANUFACTURED BY YOUR SUPPLIER?		_____ %		
3. WHAT % OF YOUR COMPONENT PARTS ARE SUPPLIED BY FOREIGN BASED COMPANIES?		_____ %		
4. DO YOU EVER AGREE TO HOLD HARMLESS ANY SUPPLIERS FOR CLAIMS ARISING OUT OF THEIR PRODUCTS? IF YES, PLEASE EXPLAIN.	<input type="checkbox"/>	YES	<input type="checkbox"/>	NO

SUB AND INDEPENDENT CONTRACTORS

1. WHAT, IF ANY, DEVELOPMENT OR PRODUCT WORK DO YOU CONTRACT OUT?				
2. DO YOU REQUIRE ANYONE TO WHOM YOU CONTRACT WORK, TO HAVE PRODUCTS AND E & O COVERAGE? IF YES, ARE YOU NAMED AS AN ADDITIONAL INSURED ON THEIR POLICY?	<input type="checkbox"/>	YES	<input type="checkbox"/>	NO
3. DO YOU REQUIRE ANYONE TO WHOM YOU CONTRACT WORK, TO PROVIDE YOU WITH CERTIFICATES OF INSURANCE?	<input type="checkbox"/>	YES	<input type="checkbox"/>	NO

DISTRIBUTION

1. STATE THE % OF YOUR PRODUCTS THAT ARE DIRECTLY SHIPPED TO:				
OTHER MANUFACTURERS				_____ %
WHOLESALERS				_____ %
RETAILERS				_____ %
CONSUMERS				_____ %
OTHERS (SPECIFY)				_____ %
2. DO YOU EVER AGREE TO HOLD HARMLESS ANY DEALERS FOR CLAIMS ARISING OUT OF YOUR PRODUCTS? IF YES, PLEASE EXPLAIN:	<input type="checkbox"/>	YES	<input type="checkbox"/>	NO

MARKETING/CONTRACTS

1. DOES YOUR LEGAL COUNSEL REVIEW AND APPROVE ALL CONTRACTS, ADVERTISING AND PROMOTIONAL MATERIALS, AND BROCHURES?				
2. DO YOU REQUIRE YOUR CUSTOMERS TO SIGN WRITTEN AGREEMENTS THAT OUTLINE THE SPECIFICATIONS OF PRODUCTS AND SERVICES YOU WILL PROVIDE?	<input type="checkbox"/>	YES	<input type="checkbox"/>	NO
3. DESCRIBE THE TRAINING OF YOUR SALES STAFF IN TERMS OF TEACHING THEM THE CHARACTERISTICS AND CAPABILITIES OF YOUR PRODUCTS AND SERVICES.				
4. IS YOUR SALES STAFF SPECIFICALLY INSTRUCTED NOT TO EXAGGERATE THE CAPABILITIES OF YOUR PRODUCTS OR SERVICES?	<input type="checkbox"/>	YES	<input type="checkbox"/>	NO
5. DO ALL OF YOUR CONTRACTS INCLUDE THE FOLLOWING CLAUSES:				
FORCE MAJEURE	<input type="checkbox"/>	YES	<input type="checkbox"/>	NO
DISCLAIMER OF WARRANTIES	<input type="checkbox"/>	YES	<input type="checkbox"/>	NO
LIMITATION OF LIABILITIES	<input type="checkbox"/>	YES	<input type="checkbox"/>	NO
LIMITATION OF LIABILITIES FOR CONSEQUENTIAL DAMAGES	<input type="checkbox"/>	YES	<input type="checkbox"/>	NO
CONDITIONS OF PRODUCT ACCEPTANCE	<input type="checkbox"/>	YES	<input type="checkbox"/>	NO

GENERAL INFORMATION

EXPLAIN ALL "YES" RESPONSES IN REMARKS SECTION				
1. ARE YOU A MEMBER OF A PROFESSIONAL ORGANIZATION RELATED TO YOUR BUSINESS?				
2. ARE ANY OF YOUR PRODUCTS USED IN THE AIRCRAFT, SPACE, MEDICAL, ROBOTICS, POLLUTION OR ENVIRONMENTAL INDUSTRIES?	<input type="checkbox"/>	YES	<input type="checkbox"/>	NO

PRIOR INCIDENTS

IMPORTANT: IF YOU ARE REQUESTING THAT THE RETROACTIVE DATE OF THIS POLICY BE DATED PRIOR TO THE EFFECTIVE DATE OF THIS POLICY, IT IS IMPORTANT THAT YOU PROVIDE INFORMATION ABOUT ANY ACTS, ERRORS, OMISSIONS, INCIDENTS OR PROBLEMS THAT YOU KNOW OF, OR SHOULD KNOW OF, THAT MAY RESULT IN A CLAIM BEING MADE DURING THE COVERED PERIOD IN THIS POLICY. FAILURE TO REPORT SUCH INFORMATION MAY VOID COVERAGE IN THIS POLICY.

ARE YOU AWARE OF ANY PRIOR INCIDENTS OR PROBLEMS WHICH MAY LEAD TO A CLAIM BEING MADE AGAINST YOUR COMPANY? YES NO

EVIDENCE OF SUCH PROBLEMS MIGHT INCLUDE, BUT ARE NOT LIMITED TO, THE FOLLOWING:

- CUSTOMER HAS HAD A FINANCIAL LOSS BECAUSE OF A PROBLEM RELATED TO YOUR PRODUCT OR SERVICE,
- REPEATED VERBAL OR WRITTEN COMPLAINTS
- PROBLEMS WITH BELOW STANDARD PERFORMANCE OF YOUR PRODUCTS OR SERVICE,
- CUSTOMER HAS STOPPED PAYING BECAUSE OF A PRODUCT OR SERVICE PROBLEM, OR
- CUSTOMER HAS BROUGHT SUIT, OR THREATENED TO BRING SUIT, BECAUSE OF A PROBLEM.

PLEASE DESCRIBE ANY PRIOR INCIDENTS.

REMARKS

ATTACHMENTS

<p>I CERTIFY THAT I AM AN AUTHORIZED EMPLOYEE OF THE PROSPECTIVE NAMED INSURED. I ALSO CERTIFY THAT REASONABLE INQUIRY HAS BEEN MADE TO OBTAIN THE ANSWERS HEREIN WHICH ARE TRUE, CORRECT AND COMPLETE TO THE BEST OF MY KNOWLEDGE AND BELIEF. I UNDERSTAND THAT SIGNING THIS APPLICATION SHALL NOT CONSTITUTE A BINDER OR OBLIGATE THE COMPANY TO COMPLETE THIS INSURANCE, BUT IT IS AGREED THAT THIS APPLICATION SHALL BE THE BASIS UPON WHICH A POLICY MAY BE ISSUED.</p>	<table border="1" style="width:100%; border-collapse: collapse;"> <tr><td><input type="checkbox"/></td><td>ADV/PROMOTION MATERIAL</td></tr> <tr><td><input type="checkbox"/></td><td>SALES CATALOGUES</td></tr> <tr><td><input type="checkbox"/></td><td>STD SALES, SERVICE OR LICENSE AGREEMENTS</td></tr> <tr><td><input type="checkbox"/></td><td> </td></tr> <tr><td><input type="checkbox"/></td><td> </td></tr> </table>	<input type="checkbox"/>	ADV/PROMOTION MATERIAL	<input type="checkbox"/>	SALES CATALOGUES	<input type="checkbox"/>	STD SALES, SERVICE OR LICENSE AGREEMENTS	<input type="checkbox"/>		<input type="checkbox"/>	
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