

**E-Commerce Questionnaire**  
**Intact Insurance Company**



1. Nature of the business:  
 Retail  Business or Personal Services  
 Other \_\_\_\_\_
2. Does the business have its own Web site?  
 Yes  No
3. Web site address: \_\_\_\_\_
4. What is the Web site used for?(check all that apply)  
 information about products and services  carrying advertisements of others  
 publishing of reports, press releases, etc.  product orders without credit cards  
 product orders with credit cards  intranet with suppliers or customers  
 e-mail  search engine  
 links to related sites  data transfer  
 chat lines  bulletin boards  
 other \_\_\_\_\_
- 5a. If the Web site hosts chat lines or bulletin boards, are exchanges monitored?  
 Yes  No
- 5b. If answer to 5a. is no, is a disclaimer posted?  
 Yes  No
6. Total revenue \_\_\_\_\_ Revenue generated from Internet sales \_\_\_\_\_
7. What % of your sales originate from:  
Canada \_\_\_\_\_ U.S. \_\_\_\_\_  
Other \_\_\_\_\_
8. Who designed the Web site?  
 owner  independent Web site design firm  
 employee  other \_\_\_\_\_
9. Who is responsible for Web site content?  
 owner  management  
 employee  other \_\_\_\_\_
10. Is content reviewed by legal counsel before being published?  
 Yes  No
11. Is there a full-time Webmaster?  
 Yes  No
12. Is the Webmaster employed by the insured?  
 Yes  No
13. Is Web site security software used?  
 Yes  No
14. How frequently is security reviewed and upgraded?  
 every 0-6 months  every 6-12 months  
 greater the 12 months
15. Does the business use a third party credit card authorization services?  
 Yes  No
16. Is customer information retained? If yes, for how long? \_\_\_\_\_  
 Yes  No
17. Is credit card information stored on the same computer as the Internet site?  
 Yes  No
18. Is there a software program installed to regularly scan for viruses?  
 Yes  No

