

## Zurich Professional Indemnity Claims Reporting Guidelines

# Helping you make a claim



At Zurich, we want you to receive a world class claims service. Zurich's experienced Financial Lines claims specialists will ensure you receive a personal, prompt and transparent claims service from the date you notify your claim. We are committed to making your claims experience as simple and straightforward as possible.

At Zurich, we understand that not all claims are the same and you can't always fit all the relevant information you need to tell us into a form. This is meant as a guide to inform you of the type of information that Zurich may need to assess your claim.

We encourage you to provide as much relevant information to us as possible. The more information you provide, the less likely it is that we will need to request further information from you. In the event that we do need to request further information from you or the information that you provide is incomplete, this may delay the time that it takes us to provide you with our decision on indemnity.

We look forward to receiving the following information from you:

### Policy details

You should provide details of the following:

1. The Policy holder;
2. The Policy number;
3. The Policy period; and
4. Details of any other insurance that may be relevant to the claim.

### Insured's details

1. The full name of all individuals and/or insured entities/partnership who are claiming under the policy;
2. The position held by the individual/s with the insured entity.
3. If the insured entity is not the policy holder, you will need to provide documents that confirm the insured status of the insured entity (documents that confirm it is a subsidiary company, as defined in the policy).

## Details about the claim

1. A chronology of events and/or brief summary of the background to the claim. This should include:
  - the date allegations were first made against the individual or insured entity,
  - the nature of the allegations,
  - the identity and insured's relationship to the third party making the allegations,
  - a description of the professional services you provided to (or allegedly provided to) the third party, and
  - any response made by the insured to the third party's allegations.
2. If a letter of demand has been received, please attach a copy.
3. If proceedings have been commenced, please provide us with a copy of the letter of service and the originating process.
4. If you have any other court documents, please provide us with copies of those.
5. If you are aware of the value of the claim or can estimate it, please advise us of this.
6. Copies of any investigative reports, internal memorandums or correspondence that will help us understand the origin of the claim.

## Retainer of defence counsel

At Zurich, we leverage off the size and strength of our global brand. We have negotiated agreed rates with top tier national firms, within the key competencies where it matters. Our Professional Indemnity panel firms operate under our Litigation Management Guidelines and adhere to best practices. This ensures service standards are high and rates are market competitive.

Once indemnity has been granted, Zurich will refer you to one of Zurich's Professional Indemnity panel firms who will arrange a time to meet with you and discuss the defence of the matter.

In the event that you have already retained your own solicitor, Zurich reserves the right to assume conduct of the claim. This may include referring the ongoing defence of the matter to one of Zurich's Professional Indemnity Defence panel firms.

## Fidelity losses

If you would like to make a claim under the Fidelity coverage extension (refer to your policy schedule), the information that we require to assess your claim is substantially different to the information that we require to assess a professional indemnity claim.

The onus is on you to prove your loss under the policy. Zurich can assist you to identify the information and documents that you will be required to produce in order to prove your loss. When notifying Zurich, you should provide us with as much detail concerning the loss or alleged loss, including the identity of the alleged perpetrator, the date on which you discovered the loss and the quantum (or potential quantum) of the losses sustained.

Following notification, we will work with you and assist in the preparation of your proof of loss. A proof of loss would usually require you to produce the following documents/information as a minimum:

1. A chronology of events which led to the discovery of the loss;
2. Affirmative proof that you have sustained a direct loss;
3. Affirmative proof that your loss was directly caused by the dishonest or fraudulent acts or omissions of a principal, partner, director or employee of the insured entity;
4. A complete description of the perpetrator's modus operandi (how he, she or they committed the dishonest acts/omissions or fraud);
5. Complete documentary evidence to support each transaction upon which you rely to show that you have sustained a loss, including but not limited to account statements, receipts, invoices, cheque requisitions, cheques, money orders, cash receipts etc;
6. Any internal investigative reports or documentation;
7. Any signed confession/s;
8. Statements from all witnesses; and
9. All statements made to the police.

## Your duties after notifying us of a claim

Once you have notified us of a claim, we ask that you continue to keep us updated with respect to further information that may become available.

You must not admit liability or incur defence costs without Zurich's consent. If you do admit liability, enter into a settlement or incur defence costs, this may affect your claim.

## Zurich's claims handling promise

After receiving notification of a new claim, we will:

1. Acknowledge receipt and assign a dedicated claims specialist, who will contact you within 2 business days.
2. Advise whether further information is required to consider coverage within 10 business days following receipt of your claim.
3. After receipt of all requested information, we will promptly advise you whether the policy responds.
4. If the claim is covered, we will keep in close contact with you to assist with the management of your defence.

Zurich is a member of the Insurance Council of Australia and a signatory to the General Insurance Code of Practice. The Code of Practice sets out the minimum standards that Zurich will uphold in delivering its claims service to its customers. A copy of the code can be obtained by visiting the Insurance Council of Australia Website ([www.codeofpractice.com.au](http://www.codeofpractice.com.au)).

## A solid foundation

Zurich Financial Services is an insurance-based financial services provider with a global network. Founded in 1872, the company's headquarters are in Zurich, Switzerland. Zurich employs approximately 60,000 people serving customers in more than 170 countries. It is the second largest insurer of global corporate business.

In excess of 2,000 global programmes are handled for large corporate customers encompassing over 17,500 local policies issued by our extensive global network.

## Contact details

Zurich has a dedicated claims team for your Professional Indemnity claim. To lodge your claim, you can use email, mail or fax.

Email address

**[fl.claims@zurich.com.au](mailto:fl.claims@zurich.com.au)**

Mail address

**The Claims Manager  
Financial Lines Claims  
PO Box 677  
North Sydney NSW 2059**

Fax number

**+61 (0)2 9995 2059**

Please attention your fax to The Claims Manager Financial Lines.

If you wish to call us to discuss a potential claim, please feel free to call us on our National Inquiry Line:

**132 687**

You can find additional information on our website:

**[www.zurich.com.au](http://www.zurich.com.au)**

## Disclaimer

The information and guidelines contained in this Guide are not intended to replace or amend anything that is contained in the Policy. If you are in doubt about what you should notify us of or how you should notify us, you should contact Zurich, your broker or solicitor. If you have any questions, please feel free to contact us.

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