

# Errors & Omissions

**BECAUSE MISTAKES HAPPEN**

## Errors & Omissions Insurance

As a professional sportsman would, we have used decades of experience to increase our impact and improve our effectiveness. Errors & Omissions Insurance from Auto & General Business Insurance has been designed to protect you and your business in the event of a claim made by one of your clients for an alleged error or omission that may cause you a financial loss. This is not just indemnity insurance. It's a tailor-made policy that targets key risks for small to medium-sized businesses that offer advice or a service.

If you give advice that is relied upon, or provides a service to someone else, you could be held financially liable if something goes wrong as a result of the work they did.

Even if you are not ultimately responsible, the defence costs will be significant. This could cripple your business and threaten its survival.

### Errors & Omissions Insurance Includes:

- Cover from R100 000 up to and in excess of R100 million on selected risks
- Legal costs for defending an action and any subsequent damages, if awarded
- Cover for unintentional breach of intellectual property rights
- Alternate Dispute Resolution which pays for arbitration services incurred by you when attempting to resolve a dispute
- Monthly premium payments via interest-free direct debits
- Clear and easy to understand policy wording
- Affordable premiums
- Affordable excesses

### Service Guarantee

Errors & Omissions Insurance comes equipped with our "Always there, Always a pleasure" service guarantee, including:

- Our claims specialists will be at your side throughout the entire process – from claim to settlement.
- In the event of court proceedings, we will arrange and pay for a legal expert to represent you – someone who understands your business and the risks associated with their industry sector.

## Errors & Omissions Insurance Benefits

### Errors & Omissions Insurance Will Cover You For:

- **Breach of Duty of Care:** Legal liability for an alleged negligent act, error or omission
- **Defence Costs and Expenses:** Legal and investigation costs in defending a claim
- **Misrepresentation:** Negligent misstatement or misrepresentation
- **Intellectual Property:** Unintentional infringement of intellectual property rights, including copyright, patents and trademarks
- **Breach of Trust:** Breach of confidence or misuse of any information which is either confidential or subject to restricted use
- **Defamation:** The unintentional use of inappropriate statements or words
- **Dishonesty and Fraud:** Dishonesty or fraudulent acts of your employees
- **Loss of Documents:** Replacement and reconstitution costs of important documents that have been unintentionally destroyed, damaged or lost
- **Loss Mitigation:** Reimbursement of the costs while mitigating financial loss from a claim or potential claim covered by the policy
- **Fee Recovery:** Costs and expenses that you incurred when recovering fees due to you are reimbursed

- **Sub-Contracted Duties:** Activities and duties sub-contracted by you to carry out your business

- **Joint Venture Agreements:** We will pay you for liability arising out of joint venture agreements, provided no cover has been arranged for the joint venture

- **Claims Preparation Costs:** Costs incurred by you in preparation of the details of a claim, up to the insured limit

- **Automatic Extended Reporting Period:** Following the non-renewal of the policy, you have an automatic extension of 60 days in which to report a claim, as described in the policy

## Frequently Asked Questions

**Q** How Do I Apply For Errors & Omissions Insurance?

**A** To apply for Errors & Omissions Insurance, contact your Broker or our dedicated Call Centre on 0860 11 12 80, where our trained consultants will guide you through the process.

**Q** What Should I Do If I Have A Claim?

**A** If a claim is made against you, our Claims Specialist will work hand in hand with you to resolve it.

**Q** Why Auto & General Business Insurance?

**A** Auto & General is a formidable leader in South Africa's competitive short-term insurance industry.

## **Auto & General Milestones:**

For three decades we have worked relentlessly to refine our product offering to help keep you ahead of the game.

By tapping into our experience, we've combined traditional business insurance policy terms with more flexible options that have been tailored to suit almost any type of business, from electricians, plumbers and guesthouses to medical practices, motor dealerships and restaurants, in fact, we cover more than 700 different business types. That means your business interests are fully protected when you insure with us.

- Auto & General Insurance Company Ltd, part of the Telesure Investment Holdings Group, was founded on 1 June 1985.
- Auto & General was placed first and second in SA for percentage growth by the Financial Mail and commended highly in various editions of the "Top Companies" survey.
- The growing SMME market was one of the factors that prompted Auto & General to launch a Business Insurance product in 2005.
- Auto & General Liabilities Insurance launched in 1 March 2013.

## **CONTACT US**

For more information on Directors & Officers Liability Insurance, please contact your Broker or call **0860 11 12 80** or email **[sales.liability@autogen.co.za](mailto:sales.liability@autogen.co.za)**

**Auto & General** <sup>Never not there™</sup>  
*Auto&General is a licenced non-life insurer and FSP. Ts&C's online.*