

## FREQUENTLY ASKED QUESTIONS

**Q** How do I apply for Errors & Omissions Insurance on behalf of my client?

**A** To apply for Errors & Omissions Insurance, you or your client need only call our dedicated Errors and Omissions Broker Call Centre on 0860 10 35 66, where our trained consultants will guide you through the process.

**Q** What should I do if my client has a claim?

**A** If a claim is made against your client, our Claims Specialist will work hand in hand with you to resolve it for your client. In the event of court proceedings, we will arrange and pay for a legal expert to represent your client – someone who understands their business and the risks associated with their industry sector. Whether your client's case is successfully resolved or an eventual settlement is reached, we will be there to guide you and your client every step of the way.

**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:

- Auto & General Insurance Company Ltd, part of the Telesure Investment Holdings Group, was founded on 1 June 1985.
- Auto & General achieved an annual compound growth rate of over 50% per annum in 12 of its 15 years.
- 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.
- Auto & General has always focussed strongly on its Broker business and now a considerable proportion of sales are generated through this channel.
- Auto & General's Broker division provides both significant value and support to small and large brokerages.
- The growing SMME market was one of the factors that prompted Auto & General to launch a Business Insurance product in 2005.



**auto & general**  
car | home | business insurance



## ERRORS & OMISSIONS

...Because mistakes happen

## ERRORS & OMISSIONS INSURANCE

Errors & Omissions Insurance from Auto & General Business Insurance has been designed to protect your client and their business in the event of a claim made by one of their clients for an alleged error or omission that caused them 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 your client gives advice that is relied upon, or provides a service to someone else, they could be held financially responsible if something goes wrong as a result of the work they did.

Even if your client is not ultimately responsible, the defence costs will be significant. This could cripple your client's business and threaten its survival.

### Errors & Omissions Insurance includes:

- Cover of up to R50 million
- 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 your client 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 client's 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 your client – someone who understands your client's business and the risks associated with their industry sector.

## ERRORS & OMISSIONS INSURANCE BENEFITS

Errors & Omissions Insurance will cover your client 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 client's 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 incurred when recovering fees due to your client
- **Sub-Contracted Duties:** Activities and duties sub-contracted by your client to carry out their business
- **Joint Venture Agreements:** We will pay your client for liability arising out of joint venture agreements, provided no cover has been arranged for the joint venture
- **Claims Preparation Costs:** Costs incurred by your client in preparation of the details of a claim, up to the insured limit
- **Automatic Extended Reporting Period:** Following the non-renewal of the policy, your client has an automatic extension of 60 days in which to report a claim, as described in the policy

auto  general  
car | home | business insurance

## CONTACT US

Please contact your Broker Consultant for more information.

Alternatively, call  
**0860 10 35 66**

or email  
sales.liability@autogen.co.za

Auto & General Insurance Company Ltd  
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