

ERRORS AND OMISSIONS INSURANCE

Coverage for all your customer's needs

- Duty to defend
- Claims-made form
- Final adjudication language
- Worldwide coverage
- Definition of insured includes independent contractors
- Contingent BI/PD coverage
- Predetermined multi-year ERP options
- Supplementary payments (\$1,000/day)
- Industry-leading coverage for:
 - Printers includes correction of work expenses
 - Technology includes infringement coverage and breach response expenses

Options

- Costs in addition to policy limits
- First dollar defence
- Personal injury coverage
- Combined Miscellaneous E&O and Technology E&O, where appropriate
- Available on both an individual and program basis for industry groups and associations

Capacity

- \$10,000,000 primary or excess

Minimum Premium

- \$1,000

Mistakes happen. And firms providing professional services can be at higher risk when they do – facing allegations such as errors or omissions in providing services, failure to provide service in a timely fashion or misrepresenting the service being performed.

These allegations can not only cause headaches, but lead to lawsuits and unexpected costs.

Our Errors and Omissions (E&O) insurance can help protect your professional service customers in these situations, and can be easily combined with other coverages such as Directors and Officers and Cyber Risk insurance.

WHO SHOULD CONSIDER E&O INSURANCE?

Miscellaneous E&O

- Commercial Printers
- Construction Project Managers
- Educational Institutions
- Employment Agencies
- Event Planners
- Graphic Designers
- Management Consultants
- Occupational Health and Safety Consultants
- Professional & Business Associations
- Property Managers
- Regulatory Bodies & Colleges
- Travel Agents & Tour Operators
- Translators
- Third Party Administrators

Multimedia & Technology E&O

- Advertising Agencies
- Application Service Providers
- Broadcasters
- Consultants
- Integration Services
- Market Research & Consulting
- Publishers
- Public Relations
- Software Developers
- Value Added Re-Sellers
- Website Design and Hosting

Traditional Professional Indemnity (Excess only)

- Insurance Agents & Brokers
- Insurance Adjusters
- Lawyers
- Notaries
- Real Estate Agents

Classes not offered:

- Architects & Engineers
- Biotechnology companies
- Design Build
- Financial Services & Institutions

CLAIMS EXAMPLES

\$165,000

As part of an extensive nationwide market research project for a client, a consultant prepared contact lists. One of the four lists used data from a source which was no longer accurate. The incomplete contact list delayed the project and meant the consultant was unable to bill their client. By having E&O coverage, the consultant was able to claim the financial loss caused by their mistake. The claim was settled out of court.

\$50,000

A business traveler claimed that her travel agency allegedly failed to advise her of visa requirements, preventing her from attending a meeting and closing a deal. The business traveler sued the travel agent for her financial loss. The travel agent's E&O insurance covered the loss incurred by their omission and successfully settled out of court.

\$100,000

While conducting maintenance on a customer website, a development and maintenance company disabled security elements to apply customer-requested modifications. Once complete, the website was put back in service but the security elements were left disabled, and the secure sections of the website accessible to the public.

Three months later, the error is discovered and the customer alleges damages that include: lost customers due to adverse publicity related to the failure to protect sensitive information contained in the secure section of the website; costs to notify affected parties of the possibility that their personal information was exposed to unauthorized individuals; credit monitoring expenses for individuals impacted by the possible disclosure of personal information; and regulatory proceeding expenses. Damage allegations were over \$100,000. The claim was settled out of court.

\$100,000

While working for a large organization, an IT consultant kept a database containing personal information about the organization's employees on an unencrypted laptop for testing purposes. The laptop was stolen out of the consultant's car while picking up dry cleaning. The employees launched a class-action lawsuit against the consultant for jeopardizing their private information. The action was discontinued after a few years, but legal costs were about \$100,000.

ABOUT US

Northbridge Insurance is a leading Canadian commercial insurer. Working closely with our broker partners and leveraging our in-depth industry expertise, we help businesses operate more safely so they can worry less about risks and focus on opportunities.

Learn more at www.northbridgeinsurance.ca.