



Specialty Solutions

Professional Liability (Errors and Omissions) Insurance

Professional service providers face an ever-increasing litigious business environment, as there's an increased willingness to take grievances and dissatisfaction through legal channels.

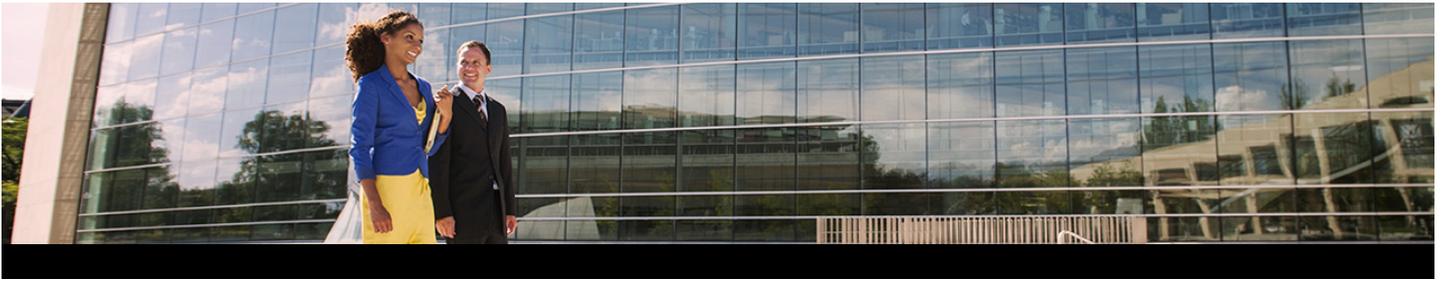
A lawsuit, whether well-founded or not, can result in costly legal fees and put your customers' business and personal assets at risk. With Professional Liability (Errors and Omissions) insurance from Intact Insurance Company, your customers can provide their services with peace of mind.

Intact Insurance Advantage

- Multi-faceted accounts with E&O exposure can be placed entirely with one market
- Coverage for a broad range of services with specific wordings for certain classes
- Dedicated and experienced professional liability underwriting team
- Local decision making based on the Canadian market and regulations
- Flexible payment options
- Access to telephone-based legal and human resources support*
- 24/7 claims service provided by experienced examiners specializing in liability claims



professional
liability



Coverage Highlights

Professional Liability insurance from Intact Insurance specifically covers:

- Financial loss to third parties to whom professionals may be liable due to an error, omission or a wrongful or negligent act committed during their professional services
- Defence costs in the event of a lawsuit for damages covered by the insurance policy whether or not the professional is liable

Highlights include:

- Broad definition of insured, which includes: the entity (named individual or organization), principal(s), employees, directors and officers, volunteers and trainees
- No exclusion for bodily injury
- Worldwide coverage
- Innocent insureds coverage
- Legal Guard is available – unlimited access to a 24/7 legal information service line for a customer's legal-related business enquiries
- HR Assist is available – access to telephone assistance service with Certified Human Resources Professionals for fast, confidential advice on a range of HR topics

An extended reporting period is offered in the event of:

- Cancellation or non-renewal of the policy
- Voluntary cessation of the professional's activities, including retirement
- Death of the professional
- Runoff period up to 10 years is available

Loss Examples

- An insured optometrist **failed to refer a patient to an ophthalmologist in a timely manner**, which led to the delayed diagnosis of a tumour and loss of vision in one eye. The patient is no longer able to work in their former capacity or drive a motor vehicle, leading to defence costs over \$50,000 and damages over \$1 million.
- A chiropractor performed a manipulation that caused a cerebral vascular incident, resulting in partial paralysis, short-term memory loss and articulation problems. It was alleged that the chiropractor **did not adequately inform the patient of the potential risks** of these manipulations. A lawsuit was filed in the amount of \$3 million.

- A licensed property manager received allegations from one of their clients that they **failed to provide adequate levels of services** as outlined in the contract, resulting in a loss of income. The owner alleged that the property manager was negligent in maintaining the building exterior, which led to an overall decline in occupancy rates. The property manager was found not negligent, but the defence costs came to approximately \$30,000 in legal and court fees.
- An accountant neglected to file a required form when filing their client's business taxes. The error was not discovered until many years later during a CRA audit. The client sued the accountant for interest and penalties resulting solely from the **negligence of the accountant** and not otherwise owed, totalling \$78,000.

Sample Appetite

Our appetite is constantly expanding. Some examples of the professionals we write are:

- Professional association or order liability programs
- Financial (accountants, bookkeepers, advisors)
- Consulting (management, health and safety, human resources)
- Real estate (agents, property managers, appraisers)
- Medical (counsellors, registered massage therapists, social workers)
- Applied science (biologists, geologists, forestry)
- Miscellaneous (life agents, claims adjusters, excess lawyers, travel agents, certified translators, interior designers, drafting)
- Excess limits available

Contact your local underwriting team today

British Columbia, Alberta, Saskatchewan and Manitoba:

e-o.west@intact.net

Ontario and Atlantic provinces: e-o.ontario@intact.net

Quebec: spec@intact.net

For more information, visit intactspecialty.ca

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