

### Claims management

Our approach to handling claims places emphases on speed, professionalism and fairness. We take pride in ourselves for expertise and experience in claims - be us the sole insurer, the leading insurer or fellow co-insurer.

Together with underwriting, we aim to build long-term relationships with you and our intermediaries. And by working closely with you, you'll get a better understanding of our processes and procedures. This leads to a more transparent relationship, which means we can share knowledge and help you manage your costs on risk. So whenever a claim arises, we'll involve you every step of the way, resolving it quickly and without complicating the matter.

We are also actively incorporating the claims team into the customer-focused underwriting operations of our business. This approach helps us understand what you need and deliver products and services that are perfectly suited to your needs.

The description of policy provisions provides a broad overview of coverage only. All coverage is subject to conditions, coverage limits, limits of liability, limitations and exclusions as contained in the policy. See the policy itself for an exact description of the cover provided.

### About Zurich

Zurich Insurance Group (Hong Kong) is part of Zurich Financial Services Group, the world's largest Swiss insurance-based financial services provider<sup>1</sup> and a Fortune Global 500 company<sup>2</sup>. The Group achieved business operating profit of over HK\$40 billion in 2008<sup>3</sup>. Our financial strength is built on a prudent and focused business strategy. We are rated "AA-" by Standard & Poor's<sup>4</sup>. In Hong Kong we offer a full range of general insurance solutions for individuals as well as companies.

<sup>1</sup> Measured by a composite ranking for sales, profits, assets and market value, source: *The Forbes Global 2000, April 2009*

<sup>2</sup> In terms of revenue, source: *Fortune Global 500, July 2008*

<sup>3</sup> Zurich Annual Report 2008

<sup>4</sup> As of 29th June 2009

Professional Indemnity Solutions

# Experience the difference!



# Professional Indemnity Solutions from Zurich



There was a time when your professional judgments were taken with trust. But for many, those were the days. In an increasingly litigious society, you and your firm need appropriate protection in times when your judgment is questioned and a claim results.

When the future and reputation of your business is at stake, it simply doesn't pay to take risks. This is why more and more businesses are protecting themselves with Professional Indemnity Solutions.

Professional Indemnity Solutions cover you against claims for financial losses resulting from the professional advice or services you provide to your customers - areas not covered by most standard public liability policies.

We are a leading provider of Professional Indemnity Solutions. We offer competitively-priced and flexible policies. With the backing of Zurich, one of Europe's largest insurers, and our expert claims solicitors, we provide all the reassurance you need when your professional reputation is at risk.

By taking the time to assess your firm's business, we are able to provide you with a bespoke quotation tailor-made to suit your business' circumstances. This means that we are often able to offer you leading-edge coverage at lower prices.

We set high standards for our services and regularly seek feedback from our customers to assess our performance.

## Coverage

While it's our fresh thinking that leads to more competitive premiums, it's our financial strength and resources that enable us to offer you the exact cover you need. Our comprehensive range of choices includes:

- A range of excess levels to give you flexibility over your premium;
- Aggregate levels of cover which reduce your premium significantly by capping the total level of indemnity in any one insurance year;
- A wide range of policy features : Our Professional Indemnity Solutions give you a range of options, so you can tailor your cover to the specific needs of your business;
- We take into account all of your firm's details when calculating your premium, to ensure the price you pay is based on the true risk of your firm ever making a claim.

## Highlights of our cover

Our policy incorporates the following features :

- Advance payment of defense costs
- Consultants, subcontractors & agents
- Estate and legal representatives
- Inquiry, prosecution & hearing
- Intellectual property
- Joint venture
- Libel, slander & defamation
- Loss of documents
- Merger / takeover / sale / winding up of insured - run off coverage
- Newly created / acquired subsidiary company
- Outgoing principal

## Case Studies

### Case 1

Insured	Facts	Covered
Engineer	A design fault in a concrete slab (insufficient reinforcement) caused the concrete to bend	Claim for rectification by principal contractor

### Case 2

Insured	Facts	Covered
Designer	A racking system designed by the insured failed to perform the task for which it was designed, causing the third party the need to seek temporary warehousing	Third party claim for cost of temporary, warehousing and interruption of business

### Case 3

Insured	Facts	Covered
Travel agent	The insured was supposed to have booked a customer on a specific tour but instead booked another group tour	Defense costs and settlement amounting to HK\$100,000