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Professional Indemnity and Public & Products Liability Insurance Policy Wording

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Important Information

Duty of Disclosure

Before you enter into an insurance contract, you have a duty to tell is anything that you know, or could reasonably be expected to know, may affect our decision to insure you and on what terms.

You have this duty until we agree to insure you.

You have the same duty before you renew, extend, vary or reinstate an insurance contract.

You do not need to tell us anything that:

- reduces the risk we insure for you; or
- is common knowledge; or
- we know or should know as an Insurer; or we waive your duty to tell us about.

If you do not tell us something

If you do not tell us anything you are required to, we may cancel your contract or reduce the amount we will pay you if you make a claim, or both.

If your failure to tell us is fraudulent, we may refuse to pay a claim and treat the contract as if it never existed.

Claims Made Policy

This policy is a claims made policy of insurance. This means that the policy covers you for claims made against you and notified to us during the period of insurance. The policy does not provide cover in relation to:

- events that occurred prior to the retroactive date, if any, specified in the policy;
- claims notified or arising out of circumstances notified under any previous policy (whether made or issued by us or any other insurer);
- claims made against you prior to commencement of the period of insurance;
- claims arising out of claims and circumstances noted on the proposal form for the current period of insurance or on any previous proposal form;
- subject to what is said in the next paragraph, claims made after expiry of the period of insurance even though the event giving rise to the claim may have occurred during the period of insurance.

Pursuant to section 40(3) of the Insurance Contracts Act 1984 (Cth) where you give notice to us in writing of facts that might give rise to a claim as soon as was reasonably practicable after you become aware of those facts but before the policy expires, you are covered for any claim made against you arising from those facts even if it is not made against you until after the period of insurance has expired.

Privacy

BMS Risk Solutions Pty Ltd (BMS) is committed to protecting the privacy of the personal information you provide us. BMS collects, uses and retains your personal information in accordance with the National Privacy Principles.

We need to collect the personal information on the applicable proposal form to consider your application for insurance and to determine the premium (if your application is accepted) when you are applying for, changing or renewing an insurance policy with us. This information will also be used if you lodge a claim under your policy. We may also need to request additional information from you in connection with your application or a claim. If you do not provide us with this information, or any additional information we request, we may not be able to process your application or offer you insurance cover or respond to any claim.

We may disclose the personal information we collect:

- To our relevant employees involved in delivering our services;
- If your insurance broker collects this form from you, to that broker;
- To facilitators such as legal firms, professional experts such as accountants, actuaries, engineers and technology experts;
- To the insurance companies with whom we transact business;
- To the Lloyd's Syndicates we represent (which are located in the United Kingdom);
- To insurance reference bureau or credit reference bureau;
- To reinsurers or reinsurance brokers (which may include reinsurers located outside of Australia).

Where we do disclose the information as above the recipient may hold the information in accordance with its own privacy statement / policies. Those may include, by way of example, disclosing the information to and storage of that information by its associated entities, which may be located overseas. We may also be required to provide your personal information to others for purposes of public safety and law enforcement and if required by law or by a law enforcement body to do so.

You may request access to your personal information, and where necessary, correct any errors in this information (some restrictions and costs may apply). If you would like to access a copy of your personal information or you wish to correct or update your personal information, please also contact BMS.

By completing and returning a proposal form and/or providing us with any additional information in connection with your application, you agree to us using and disclosing your information as set out above. This consent to the use and disclosure of your personal information remains valid unless you alter or revoke it by giving us written notice.

From time to time, we may use your personal information to send you details of new insurance products or other insurance related information that may be of interest to you. If you do not wish to receive such information, please contact BMS.

General Insurance Code of Practice

The Insurance Council of Australia Limited has developed the General Insurance Code of Practice ("the Code"), which is a voluntary self-regulatory code. The Code aims to raise the standards of practice and service in the insurance industry.

Lloyd's has adopted the Code on terms agreed with the Insurance Council of Australia. For further information on the Code please visit www.codeofpractice.com.au.

The Code Governance Committee (CGC) is an independent body that monitors and enforces insurers' compliance with the Code. For more information on the Code Governance Committee (CGC) go to <u>www.insurancecode.org.au</u>

Complaints and disputes

If you have any concerns or wish to make a complaint in relation to this policy, our services or your insurance claim, please let us know and we will attempt to resolve your concerns in accordance with our Internal Dispute Resolution procedure. Please contact BMS Risk Solutions in the first instance:

Complaints Officer BMS Risk Solutions Pty Ltd Email. <u>enquiries_au@bmsgroup.com</u> Phone. 1800 931 070 360 Little Collins Street, Melbourne

We will acknowledge receipt of your complaint and do our utmost to resolve the complaint to your satisfaction within 10 business days.

If we cannot resolve your complaint to your satisfaction, we will escalate your matter to Lloyd's Australia who will determine whether it will be reviewed by their office or the Lloyd's UK Complaints team. Lloyd's contact details are:

Lloyd's Australia Limited Email: <u>idraustralia@lloyds.com</u> Telephone: (02) 8298 0783 Post: Suite 1603 Level 16, 1 Macquarie Place, Sydney NSW 2000

A final decision will be provided to you within 30 calendar days of the date on which you first made the complaint unless certain exceptions apply.

You may refer your complaint to the Australian Financial Complaints Authority (AFCA), if your complaint is not resolved to your satisfaction within 30 calendar days of the date on which you first made the complaint or at any time. AFCA can be contacted as follows:

Telephone: 1800 931 678 Email: <u>info@afca.org.au</u> Post: GPO Box 3 Melbourne VIC 3001 Website: <u>www.afca.org.au</u>

Your complaint must be referred to AFCA within 2 years of the final decision, unless AFCA considers special circumstances apply. If your complaint is not eligible for consideration by AFCA, you may be referred to the Financial Ombudsman Service (UK) or you can seek independent legal advice. You can also access any other external dispute resolution or other options that may be available to you.

The Underwriters accepting this Insurance agree that:

- (i) if a dispute arises under this Insurance, this Insurance will be subject to Australian law and practice and the Underwriters will submit to the jurisdiction of any competent Court in the Commonwealth of Australia;
- (ii) any summons notice or process to be served upon the Underwriters may be served upon:

Lloyd's Underwriters' General Representative in Australia Suite 1603 Level 16 1 Macquarie Place Sydney NSW 2000

who has authority to accept service on the Underwriters' behalf;

(iii) if a suit is instituted against any of the Underwriters, all Underwriters participating in this Insurance will abide by the final decision of such Court or any competent Appellate Court.

In the event of a claim arising under this Insurance IMMEDIATE NOTICE should be given to:

Proclaim

Email. bmsgroup@proclaim.com.au

LMA 5544 17 May 2021

Policy Wording

This Policy is underwritten by Certain Underwriters of Lloyd's.

OUR AGREEMENT

This Policy is a legal contract between **you** and **us** and is made up of the Policy Wording and the **member schedule**. **You** pay **us** premium and **you** may access the benefit of cover under the Policy, provided that **you** meet the eligibility criteria at the time.

There Are Also:

- conditions and exclusions which apply to specific covers or sections;
- general exclusions,
- general conditions,
- claims conditions,
- and other terms,

which apply to how this Policy operates.

Deductible

If you make a claim, you must pay the **deductible** set out in the **member schedule** for every claim you make unless specified otherwise. The **deductible** is inclusive of **costs and expenses**.

How Much We Will Pay

The most we will pay in respect of any claim is the limit of indemnity or any applicable sublimit.

The most we will pay in the policy period is the aggregate limit.

The most **we** will pay for cover under the Additional benefits where a **sublimit** applies is set out in the **member schedule**.

Section 1: Insuring Clause

In consideration of payment of the premium, **we** will cover you in accordance with the definitions, terms, conditions, **limit of indemnity**, **sub-limits of indemnity**, **deductibles**, exclusions and endorsements, if any, of this policy. The words in bold are specially defined and can be found in the definitions section.

A. PROFESSIONAL INDEMNITY	 We will pay your civil liability for loss arising: from any claim first made against you during the policy period, and solely out of the performance of your professional services in connection with your business.
B. PUBLIC LIABILITY	 We will pay your civil liability for loss: arising from any claim first made against you during the policy period, and for bodily injury or property damage, and as a result of an occurrence in connection with your business.
C. PRODUCTS LIABILITY	 We will pay your civil liability for loss: arising from any claim first made against you during the policy period, and for bodily injury or property damage, and as a result of an occurrence arising directly from products sold or supplied by you in connection with your business.

Section 2: Additional Benefits

ABUSE	Notwithstanding the Abuse exclusion, we agree to cover you for defence costs and expenses , but excluding salaries or loss of income, you incur in defending claims made against you for allegations of abuse arising from the practice of your profession or malpractice . The most we will pay you under this section is the sub-limit of indemnity for each and every claim and in the aggregate as
	shown on the schedule, and is applicable to any one period of insurance.
CONTINUOUS COVER	We will pay your civil liability for loss arising out of any circumstance giving rise to a claim first made against you during the policy period, or your costs and expenses for any circumstance giving rise to an inquiry first commenced during the policy period, which circumstance ought to have been notified to us under a prior policy but wasn't provided that you have been continuously insured by us since the date when the circumstance should have been notified and the failure to notify us was not deliberate or fraudulent. We will have the discretion to apply to this claim the limit of indemnity and the deductible under the prior policy in place when the circumstance should have been notified.
COURT ATTENDANCE COSTS	We will pay, up to the sublimit , for court attendance costs incurred by you if you attend a civil proceeding as a witness in any claim or inquiry for which we have agreed to indemnify you . You do not have to pay any deductible if you claim under this additional benefit.
DISHONESTY	Notwithstanding the Dishonesty and Recklessness Exclusion, we will pay your civil liability for loss from any claim first made against you during the policy period arising out of the performance of your professional services in connection with your business up to the sublimit for your actual or alleged dishonest, criminal, malicious or fraudulent acts or omissions. We will not indemnify any person who commits or condones such conduct.
EXTENDED REPORTING	If this Policy is:
PERIOD	not renewed; or
	 cancelled (for any reason other than non-payment of premium);
	then we will, subject to the full terms and conditions of this Policy, indemnify you for any claim first made within the term set on the schedule, after the expiration or cancellation of this Policy and arising solely out of the performance of your professional services, prior to the expiration or cancellation of this Policy. This additional benefit ceases once you are insured under another insurance policy.
GOOD SAMARITAN ACTS	We agree to indemnify you for your civil liability for loss arising from any claim first made against you during the policy period and solely out of your performance of a good samaritan act.

HEIRS AND ESTATES	In the event of your death or mental incapacity, we agree to extend the definition of you and your to include your heirs, estate, legal representatives or assignees.
INTELLECTUAL PROPERTY	We agree to indemnify you for any claim first made against you during the policy period arising in the conduct of your business up to the sublimit for infringement or alleged infringement of copyright, trademarks, registered designs or patents, provided that your infringement is unintentional.
JOINT VENTURE	We agree to indemnify you in respect of any claim made against you for that proportion of any civil liability for loss arising out of the performance of your professional services in connection with your business in which you are engaged as a joint venture or as a partner. No cover is provided to your associate or joint venture partner.
LEGAL ASSISTANCE	We will pay for a single consultation with a member of our legal panel on any matter related to the risks insured under the Policy, except in relation to the scope of the Policy.
LOSS OF DOCUMENTS	 (i) Restoration Costs We will pay your costs incurred by you to replace or restore documents, resulting from the loss of any documents (including your own):
	• for which you are legally responsible; and
	 which have been unintentionally destroyed, damaged, lost or mislaid in the performance of your professional services. You must:
	 undertake a diligent search to attempt recovery of the lost documents; and
	 discover and report your loss during the policy period. We will not pay for:
	 any consequential or indirect loss arising out of or in connection with the loss of any documents; or loss of documents arising out of the theft, corruption or erasure of any data by a computer virus or by any intentional or malicious erasure by your current or former director, employee, partner or principal.

W	e will pay your civil liability for loss arising from:
•	any claim first made against you during the policy perio and
•	as a consequence of documents , the property of or entrusted to you in the performance of your professiona services , and which should be in your custody, but which have been destroyed, irrecoverably damaged, lost or stole and after diligent search cannot be found.
	e definition of documents is amended for the purposes of is additional benefit (ii) only as follows:
let wl (ot nc	cuments means deeds, wills, maps, plans, records, books, iters, certificates, forms and documents of any nature mether written, printed or reproduced by any other method ther than bearer bonds, coupons, tickets, bank notes, curre ites, negotiable instruments, computer systems' records a edical records).
w	e will not liable under this additional benefit (ii) for:
•	any claim arising from, based upon, attributable to or in consequence of any actual or alleged defamation, libel or slander;
•	any claim arising from, based upon, attributable to or in consequence of an actual or alleged breach of confidentiality or privacy.
	u do not have to pay a deductible if you claim under this ditional benefit.
	e maximum amount payable under additional benefit (i) a shall be the amount shown in the sublimit .
w e fir:	e will indemnify you for Penalties up to the sublimit , whice are not prohibited by law from paying, arising out of a cla st made or inquiry first commenced during the policy per d arising solely out of the performance of your profession rvices .

PENALTIES

RUN OFF COVER

In the event that during the **period of insurance you** permanently retire or permanently cease for some other reason (including death) to conduct the professional services described in the **member schedule** then provided that the **limit of indemnity** has not been exhausted as at the date of death or permanent cessation of professional services, the insurance cover provided under the policy will continue from such date for:

a. the period specified in the **member schedule**. Such cover shall be subject to the **limit of indemnity** less all amounts paid and/or to be paid by **us** in respect of any **claim** first made and notified or circumstance or **incident** likely to give rise to a **claim** notified during the **period of insurance**

provided always that **you**:

- a. notify **us** of the permanent cessation of professional services before expiry of the **period of insurance**; and
- b. provide **us** with a completed and signed declaration requesting run-off cover under this extension, in a form to be provided by **us**, confirming:
 - i. have not had any registration or membership with any association or governing body related to the professional services cancelled, withdrawn, revoked, or suspended as a result of misconduct during the **period of insurance**; and
 - ii. have not been subject to disciplinary or criminal inquiry, conviction or penalty in relation to the provision of professional services during the **period of insurance**; and
 - iii. have not notified any claim, circumstances, or incident during the period of insurance or any period prior to this for which we provided insurance cover to you; and
 - iv. are not aware of any **claim**, circumstances or **incident** that has not been notified to **us**.

We will not be liable to indemnify **you** in respect of any act, error or omission occurring after the cessation of your professional service. **You** agree that when this extension applies, this policy becomes nonrenewable and is not "renewable insurance cover" within the meaning of Section 58(1) Insurance Contracts Act 1984.

If at any time during the run off period identified in the **member schedule** you resume any form of work, paid or unpaid, which would have attracted cover under this policy, then this run off extension is deemed to be cancelled from the date of resumption of such work.

Section 3: Exclusions

We will not be liable under this Policy in respect of any **claim**, **inquiry** or **loss**, or **our** liability to indemnify under any extension or additional benefit, unless expressly stated to the contrary:

ABUSE	Actual or alleged abuse , unless you seek cover under the Abuse extension, but our liability will be limited to the sub- limit of indemnity stated.
ASBESTOS	arising directly or indirectly from, based upon, attributable to, or in any way connected with asbestos other than in respect to the provision of your professional services for an asbestos- related disease.
ALCOHOL, NARCOTICS AND INTOXICANTS	arising directly or indirectly from, based upon, attributable to or in consequence of you being under the influence of alcohol, intoxicants or narcotics.
CONTRACTUAL LIABILITY	arising directly or indirectly, from any liability assumed under a contract or agreement or guarantee (including but not limited to an indemnity and liquidated damages) or warranty which you have agreed to give in the course of your professional services unless:
	 you have assumed a liability under contract by reason of having contracted out of the operation of proportional liability legislation; or
	 such liability would have attached in the absence of such contract or agreement.
CYBER LIABILITY EXCLUSION	Limited Cyber Exclusion No. 1 – Medical Malpractice (Non- Malicious Bodily Injury)
	 Notwithstanding any provision to the contrary within this Policy or any endorsement thereto, this Policy excludes any loss, damage, liability, claim, cost, defence cost, expense, fine, penalty, mitigation cost, or any other amount directly or indirectly caused by, resulting from, arising out of, in connection with, attributable to, or occurring concurrently or in any sequence with:
	1.1 a Cyber Incident, subject to the provisions of paragraph 2;
	1.2 a Cyber Act ;
	1.3 any breach of Data Protection Law ;
	1.4 loss, transmission, loss of use, reduction in functionality, repair, replacement, restoration or reproduction of any Data , including any actual or alleged injury arising therefrom, or any amount pertaining to the value of such Data .
	2 Subject to all other terms, conditions, limitations and exclusions of this Policy or any endorsement thereto, sub- paragraph 1.1 shall not apply to any claim arising directly out of any Malpractice involving access to, processing of, use of

or operation of any computer system owned or operated by the insured that causes **bodily injury**.

3 In the event any portion of this exclusion is found to be invalid or unenforceable, the remainder shall remain in full force and effect.

Definitions

For the purposes of this exclusion, the following definitions shall apply:

- 4 Bodily injury means any physical injury or mental injury.
- 5 **Computer System** means any computer, hardware, software, communications system, electronic device (including, but not limited to, smart phone, laptop, tablet, wearable device), server, cloud or microcontroller including any similar system or any configuration of the aforementioned and including any associated input, output, data storage device, networking equipment or back up facility, owned or operated by the insured or any other party.
- 6 **Cyber Act** means an unauthorised, malicious or criminal act or series of related unauthorised, malicious or criminal acts, regardless of time and place, or the threat or hoax thereof involving access to, processing of, use of or operation of any **Computer System**.
- 7 Cyber Incident means:
 - 7.1 any error or omission or series of related errors or omissions involving access to, processing of, use of or operation of any **Computer System**; or
 - 7.2 any partial or total unavailability or failure or series of related partial or total unavailability or failures to access, process, use or operate any **Computer System**.
- 8 **Data** means information, facts, concepts, code or any other information of any kind that is recorded or transmitted in a form to be used, accessed, processed, transmitted or stored by a **Computer System**.
- 9 Data Protection Law means all applicable data protection and privacy legislation, regulations in any country, province, state, territory or jurisdiction which governs the use, confidentiality, integrity, security and protection of personal data, and any guidance or codes of practice issued by any data protection regulator or authority from time to time (all as amended, updated or re-enacted from time to time).
- 10 **Malpractice** means any negligent act, negligent error, or negligent omission committed by the **insured** arising out of the rendering of, or failure to render medical services in the conduct of the **insured**'s occupation or business or, in the case of a **Service Provider**, any negligent act, negligent error or negligent omission committed by the **Service Provider**

	arising out of the rendering of, or failure to render medical services undertaken for or on behalf of the insured.
	11 Mental injury means any mental injury, illness, or disease (including mental anguish, shock or emotional distress) that directly results from a physical injury.
	12 Physical injury means any physical injury, illness, or disease (including any ensuing physical injury, illness or disease, or death, directly resulting therefrom).
	13 Service Provider means a registered medical practitioner that the insured hires for a fee under contract to perform medical services for or on behalf of the insured.
	All other terms, conditions, limitations, and exclusions remain unaltered.
	Clause [QBE MMCE1]
DAMAGE TO PRODUCTS	 arising directly or indirectly from: property damage to products if the damage is attributed to any defect in them or to their inherent nature or unsuitability; or
	 repairing or replacing products as a result of your workmanship or your supervision of workmanship.
DIRECTORS AND OFFICERS AND SUPERANNUATION TRUSTEE	arising directly or indirectly from, based upon, attributable to, or in consequence of you acting in the capacity of a director or officer of a company, association or other legal entity or in the capacity of a superannuation trustee.
DISHONESTY AND RECKLESSNESS	arising directly or indirectly from, based upon, attributable to or in consequence of the performance of your professional services that is:
	 criminal, dishonest, fraudulent, malicious or reckless; a deliberate breach of contract, professional duty or any law; or
	 a deliberate infringement of copyright, trademark, registered designs or patent.
GENERAL ANAESTHESIA	arising directly or indirectly from any operation or procedure carried out under general anesthesia unless performed in a hospital.
JURISDICTIONAL LIMITS	 I. brought in a court of law within the territorial limits of the United States of America or its territories or protectorates; or
	II. arising out of the enforcement of any judgment, order or award obtained within, or determined pursuant to the laws of the United States of America or its territories or protectorates; or
	III. which we are prohibited from paying by law in the jurisdiction concerned.

LICENSING	arising directly or indirectly from, based upon, attributable to, or in consequence of you or your contractors actually or allegedly not being licensed, registered, or accredited to provide the professional services .
NUCLEAR	arising directly or indirectly from, based upon, attributable to, or in consequence of ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste which is from the combustion of any nuclear fuel.
OBLIGATIONS TO EMPLOYEES	arising directly or indirectly from, based upon, attributable to, or in consequence of
	• bodily injury of any employee ; or
	 damage to or destruction of any property of any employee including loss of use of property, arising out of, or in the course of their employment with you; or
	 any dispute in connection with employment.
POLLUTION	arising directly or indirectly from, based upon, attributable to, or in consequence of the actual or alleged discharge, release or escape of any solid, liquid, gaseous or thermal irritant or contaminant including smoke, vapour, soot, fumes, acids, alkali, chemicals, or waste including, but not limited to asbestos or toxic mould. Waste includes materials to be recycled, reconditioned, or reclaimed.
PRIOR OR PENDING	I. made, threatened, or intimated against you prior to the policy period ; or
	 II. arising directly or indirectly from, based upon, attributable to, or in consequence of any fact or circumstance or occurrence:
	 of which notice has been given, or ought reasonably to have been given, under any previous policy, or disclosed in a proposal form; or
	 of which you first became aware prior to the policy period, and which you knew or ought reasonably to have known had potential to give rise to a claim or inquiry.
PRODUCT RECALL	arising directly or indirectly from, or in any way involving withdrawing a good or product from sale or recalling any good or product.
REFUNDS OF FEES OR CHARGES	for return or refund of any professional fees, charges, commissions, or other remuneration received by, paid by or payable to you unless otherwise stated in this policy.
RELATED OR ASSOCIATED ENTITIES	brought or maintained by or on behalf of:
	• you;
	 any parent company or other entity which owns, controls or manages you;
	 any successor or assign of you; or
	 any person who, at the time the professional services giving rise to the claim were provided, was a family member of yours.

RADIOACTIVITY	arising directly or indirectly from, caused by, contributed to by, or in connection with or arising from ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel or from the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof.
	But this exclusion does not apply to any claim or inquiry arising from the use of radium, radium compounds or radioisotopes when used away from the place where such are made or produced and used exclusively for the provision of professional services and in the conduct of your business .
RETROACTIVE DATE	arising directly or indirectly from:
	 the performance of your professional services; or an occurrence;
	prior to the Retroactive Date stated in the member schedule .
TERRORISM	arising directly or indirectly from, based upon, attributable to, or in consequence of any actual or alleged act of terrorism or any action taken in controlling, preventing, suppressing or in any way relating to any actual or alleged act of terrorism .
	This exclusion operates in connection with any act of terrorism regardless of any other cause or event and regardless of the sequence of the act of terrorism and the other cause or event.
TRADING DEBTS	arising directly or indirectly from, based upon, attributable to, or in consequence of any trading debt, liability or losses incurred by you or any guarantee given by you for a debt or your insolvency, administration, receivership, or bankruptcy.
USE OF HEAT	arising directly or indirectly from, or in any way involving the use of heat including but not limited to the use of a kiln, direct flame, or fire or smoke art. This exclusion only applies to Insuring Clause B & C.
VEHICLES	arising directly or indirectly from:
	• the ownership, possession or use by you or on your behalf of any motor vehicle or trailer for which compulsory insurance is required by law, other than that arising from damage to any motor vehicle or trailer temporarily in your custody or control for the purpose of parking; or
	 ownership, possession or use by or on your behalf of any aircraft, watercraft or hovercraft, other than that arising from the emergency transportation of any patient accompanied by you.

WAR

arising directly or indirectly from, based upon, attributable to, or in consequence of war, invasion, acts of foreign enemies, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, military or usurped power or confiscation or nationalisation or requisition of or damage to property by or under the order of any government, public or local authority.

Section 4: Claims Conditions

WHAT YOU NEED TO TELL US	When making a claim, you must have met and then continue to comply with the conditions of this Policy.
	If you do not meet these conditions or make a fraudulent claim we may:
	a. refuse to pay your claim or reduce what we pay for your claim;
	b. cancel your Policy.
ASSISTANCE AND CO- OPERATION	You must provide us with all reasonable assistance we require when you deal with us and you will:
	• be truthful and frank;
	 not behave in a way that is abusive, dangerous, hostile, improper or threatening;
	• co-operate fully with us , even after we have paid a claim.
CLAIMS	Where we have accepted your claim we will pay your costs and expenses in advance provided that the tax invoices are made out to us .
NOTIFICATION	You must notify us as soon as you become aware of a claim or inquiry by sending us email.
	To report an incident or claim you must notify us in writing. In the first instance please notify BMS via the contact details below: Phone 1800 931 070 Email enquiries_au@bmsgroup.com
	You may also ask your financial services provider to notify us on your behalf. You are responsible for ensuring your financial services provider complies with the notification provisions of this Policy.
	You must provide us with:
	• all documentation in your possession; and
	 information you are aware of;
	which relates to the claim or inquiry you have notified to us .
ALLOCATION	Where a claim or inquiry is covered only in part by this Policy, we and you will use best efforts to agree a fair and proper allocation of amounts that are covered and those that are not covered under this Policy.
	If we and you cannot agree on a fair and proper allocation then the matter will be referred to Senior Counsel (to be mutually agreed upon by you and us) whose opinion will be binding.
	The costs of Senior Counsel's opinion will be regarded as part of the costs and expenses .

DEFENCE AND SETTLEMENT

We may:

- instruct you to conduct the defence of a claim if we believe that it will not exceed the deductible, in which case you will be responsible for your own costs and expenses and any settlement up to the amount of the deductible. In the event that your reasonable costs and expenses or payment made to dispose of the claim exceeds the deductible, we will reimburse you those reasonable costs and expenses;
- instruct you to conduct your response and attendance for an inquiry if we believe that it will not exceed the deductible, in which case you will be responsible for your own costs and expenses up to the amount of the deductible. In the event that your reasonable costs and expenses exceed the deductible we will reimburse you those reasonable costs and expenses;
- at **our** sole discretion take over and conduct, in **your** name, the defence or settlement of any **claim** at any time, in which case **we** will then have sole control of that **claim**. **You** will be entitled to obtain an update on the **claim** at any time upon request.
- at our sole discretion take over your response and attendance for an inquiry, in which case we will then have sole control of that inquiry. You will be entitled to obtain an update on the claim at any time upon request.

You agree:

- not to negotiate or settle any claim, incur any costs and expenses or investigation or other costs and expenses, make any admission, offer or payment or otherwise assume any contractual obligation with respect to any claim, inquiry or loss without our prior written consent, provided that we shall not unreasonably withhold such consent;
- that any information that is received by **our** external lawyers in the course of investigating, defending or settling any **claim** made against **you** or **inquiry** can be provided to **us** and relied upon by **us** in relation to any issue that may arise regarding **our** liability to indemnify **you**;
- that our external lawyers may provide advice to us on any issue regarding our liability to indemnify you and, whilst doing so, may continue to act in the investigation, defence or settlement of the claim or inquiry;
- 4. further, in the circumstances described under items 2, 3 above, **you** agree:
 - a. that **our** communications with **our** external lawyers are privileged and that **you** are not entitled to obtain any such communications;
 - b. to waive any entitlement that **you** may have for legal professional privilege between **you** and **our** external lawyers;
 - c. if any actual or apparent conflict arises between **our** interests and **your** interests, **our** external lawyers may cease acting on **your** behalf and may continue to act on **our** behalf.

YOUR RIGHT TO CONTEST

SENIOR COUNSEL CLAUSE In the event that **we** recommend a settlement in respect of any **claim** and **you** do not agree that such **claim** should be settled, then **you** may elect to contest such **claim**, provided that **our** liability in connection with such **claim** shall not exceed the amount for which the **claim** could have been so settled plus the **costs and expenses** incurred with **our** written consent up to the date of such election, less the **deductible**.

We shall not require **you** to contest any **claim** unless a **Senior Counsel** (to be mutually agreed upon by **you** and **us**) shall advise that such **claim** should be contested.

In formulating such advice, **Senior Counsel** shall take into consideration the economics of the matter, the damages and costs which are likely to be recovered by the claimant, the likely **costs and expenses** and the prospects of **you** successfully defending the **claim**.

The cost of such **Senior Counsel's** opinion shall be regarded as part of the **costs and expenses**.

Section 5: General Conditions

These conditions apply to **your** policy.

ASSIGNMENT	No assignment of any rights under this Policy shall be effective except when made by written endorsement to this Policy and signed by us .
CANCELLATION	The insured can cancel this Policy at any time by telling us in writing.
	We may cancel this Policy in any of the circumstances permitted by law by informing the insured in writing. We will give the insured notice in person or send it to the insured's address (including an electronic address) last known to us .
	If you have paid your premium in advance, we will refund you the proportion of the premium for the remaining policy period .
REASONABLE CARE	You must take reasonable care to prevent or minimise any loss that might give rise to a claim or inquiry under this Policy. At all times, you must:
	 minimise the cost of any claim under this Policy; and comply with all laws.
RELATED CLAIMS	For the purposes of applying any deductible or limit of indemnity or sublimit , all loss otherwise recoverable under this Policy resulting from or in connection with:
	 one and the same act, error or omission or occurrence; or a series of acts, errors or omissions or occurrences arising out of or attributable to the same originating cause, or source,
	shall be deemed to be one claim or inquiry .
SEVERABILITY/NON- IMPUTATION/INNOCENT NON-DISCLOSURE	We agree that where this Policy insures more than one party, where one party:
	 failed to comply with the duty of disclosure; or
	 made a misrepresentation to us before the Policy was entered into;
	this shall not prejudice the right of any other insured person to indemnity as may be provided by this Policy;
	Provided that:
	• you were not aware of the failure or misrepresentation;
	 as soon as is reasonably practicable upon becoming aware of any such conduct, you advise us in writing of all known facts in relation to such conduct; and
	• the conduct of the principals, partners and directors of the insured are imputed to the insured .

CLAIMS MITIGATION AND CO-OPERATION	If you , either prior to or during the policy period become aware of a situation which could, if not rectified, lead to a claim or increase the quantum of a claim , you must use due diligence and do all things reasonably practicable to avoid or diminish any loss .
REASONABLE ASSISTANCE	If at the time of any loss , damage or liability there is any other insurance (whether effected by you or by any other person) which covers the same loss , damage or liability you must provide us with any reasonable assistance we require to make a claim for contribution from any other insurer(s).
OTHER INSURANCE	This Policy does not cover any claim , inquiry or loss or our liability to indemnify for which you are entitled to be indemnified under any other insurance.
RECOVERY ACTION AND UNINSURED LOSS	You must not do anything that may prejudice our rights of recovery against any third party, including but not limited to agreeing not to seek any compensation from any other person that is or is potentially liable to compensate you for any loss . If we pay your claim , we may seek to recover the amount
	paid to you from the third party who caused the loss. We will do this in your name and you must assist us with any reasonable requests.
	If you have suffered loss which is not covered by this Policy, we may offer to attempt to recover this for you . You may specifically ask us to recover this for you . You will need to give us documents supporting your loss. Before we include any uninsured loss in the recovery action we will also ask you to agree to the basis on which we will handle your recovery action. You may need to contribute to legal costs in some circumstances.
MATERIAL ALTERATION TO RISK	You will give us notice in writing as soon as possible of any material alterations to the risk that is the subject of this Policy including but not limited to:
	a. any change in the professional services offered by you ;
	 you going into bankruptcy, receivership, liquidation or any other form of external administration.
GOVERNING LAW	This Policy is governed by the law of the Australian State or Territory in which this Policy is issued.
POLICY INTERPRETATION	The headings in this Policy do not form part of the Policy wording and are for descriptive purposes only.

LLOYD'S SERVICE OF SUIT

In accepting this Insurance we agree that :

- I. if a dispute arises under this Insurance, this Insurance will be subject to Australian law and practice and we will submit to the jurisdiction of any competent Court in the Commonwealth of Australia;
- II. any summons notice or process to be served upon us may be served upon:

Lloyd's Underwriters' General Representative in Australia Level 9, 1 O'Connell Street, Sydney, NSW 2000

who has authority to accept service;

if a suit is instituted against any of the Underwriters, all Underwriters participating in this Insurance will abide by the final decision of such Court or any competent Appellate Court.

Section 6: Extensions to Cover - Endorsements

CONTRACTOR AND LOCUM LIABILITY EXTENSON

CORONIAL INQUIRY COSTS AND EXPENSES EXTENSION

The following extension clause is added to and forms part of this Policy. It is subject to the exclusions and conditions precedent set out below, as well as to the exclusions, terms and conditions of the Policy which are not inconsistent with those below.

We will pay your civil liability for loss arising:

- from any claim first made against **you** during the **policy period**, and
- as a result of the conduct of your contractor or locum (but excluding any medical practitioner) in connection with your business.

No cover is provided to **your** contractor or locum. All other terms, conditions, limitations and exclusions remain unaltered.

All other terms, conditions, limitations and exclusions remain unaltered.

The following extension clause is added to and forms part of this Policy. It is subject to the exclusions and conditions precedent set out below, as well as to the exclusions, terms and conditions of the Policy which are not inconsistent with those below.

We will pay your costs and expenses, up to the sublimit, resulting from your response or attendance at any inquiry by a Coroner arising out of your professional services in connection with your business, first commenced during the policy period or arising out of a claim made or circumstance notified during the policy period.

We will not be liable under this extension for any costs and expenses arising directly or indirectly from an occurrence prior to the Retroactive Date stated in the **member schedule** or arising directly or indirectly from the performance of **your professional services** prior to the Retroactive Date stated in the **member schedule**.

We will not be liable under this extension for any **costs and expenses** in relation to **your** appeal of any inquiry by a Coroner or any finding at any inquiry by a Coroner except with **our** prior written consent which will be based on our assessment of the likelihood of the decision made being overturned and subject to independent legal opinion.

All other terms, conditions, limitations and exclusions remain unaltered.

CRIMINAL PROCEEDINGS COSTS AND EXPENSES EXTENSION

The following extension clause is added to and forms part of this Policy. It is subject to the exclusions and conditions precedent set out below, as well as to the exclusions, terms and conditions of the Policy which are not inconsistent with those below.

Subject to the condition that **you** must be finally acquitted or found not guilty in the **criminal proceeding**, we will reimburse **your costs and expenses**, up to a **sublimit**, resulting from **your** defence of a **criminal proceeding** first commenced during the **policy period** or arising out of a **claim** made or circumstance notified during the **policy period**.

This extension does not give rise to any right or duty by **us** to defend **you** or to pay **costs and expenses** on **your** behalf.

We will not be liable under this extension in respect of any **costs and expenses** arising directly or indirectly from the performance of **your professional services** prior to the Retroactive Date stated in the **member schedule**.

Definitions

Wherever the following words or terms appear in bold in this extension, they mean what is set out below:

Criminal Proceeding

Criminal proceeding means any prosecution commenced in Australia seeking criminal sanctions against **you** resulting solely from the performance of **your professional services** in connection with **your business**.

All other terms, conditions, limitations and exclusions remain unaltered.

LIBEL, SLANDER AND DEFAMATION EXTENSION

The following extension clause is added to and forms part of this Policy. It is subject to the exclusions and conditions precedent set out below, as well as to the exclusions, terms and conditions of the Policy which are not inconsistent with those below.

We will pay **your** civil liability for **loss** from any **claim** first made against **you** during the **policy period** up to the **sublimit:**

- for any actual or alleged defamation, libel or slander committed by **you** without animosity; and
- solely in the conduct of **your business**; and
- only where, upon **our** reasonable request, **you** issue an apology or expression of regret, the form and content of which are to be approved by **us**.

We will not be liable to pay your civil liability for **loss** under this extension:

- if you refuse to issue such an apology or expression of regret upon our reasonable request;
- for any claim arising from the contents of any journal or publication, or in any communication or contribution to the press or media; or
- for any actual or alleged defamation, libel or slander committed prior to the Retroactive Date stated in the **member schedule**.

All other terms, conditions, limitations, and exclusions remain unaltered.

RETROACTIVE DATE ENDORSEMENT

The following extension clause is added to and forms part of this Policy. It is subject to the exclusions and conditions precedent set out below, as well as to the exclusions, terms and conditions of the Policy which are not inconsistent with those below.

Retroactive Date Endorsement

The retroactive date that shall apply in respect of each **insured member**, shall be either:

• The inception date of the **insured members** insurance policy

or

• If the **insured member** has a previous claims made insurance policy, then the retroactive date will be the date continuous coverage was first held from.

When making a claim for a **loss** prior to the **insured members policy period**, the **insured member** must provide evidence via a schedule of insurance, or other acceptable means, the date claims made coverage was first held.

If **you** do not meet these conditions or make a fraudulent claim **we** may:

- a) Refuse to pay **your** claim or reduce what **we** pay for **your** claim
- b) Cancel **your** policy

All other terms, conditions, limitations and exclusions remain unaltered.

SPOUSAL LIABILITY EXTENSION

The following extension clause is added to and forms part of this Policy. It is subject to the exclusions and conditions precedent set out below, as well as to the exclusions, terms and conditions of the Policy which are not inconsistent with those below.

If a **claim** against **you** which is covered under the insuring clauses or additional benefits includes a **claim** against **your spouse** solely by reason of:

- such **spouse's** legal status as your spouse; or
- such **spouse's** ownership or interest in property that the claimant seeks to recover as a result of a **claim** made against **you**,

we agree to indemnify **your spouse** for civil liability for loss arising out of such **claim**.

No cover is provided to **your spouse** to the extent that the **claim** alleges any act, error or omission by **your spouse**.

The maximum amount payable under this extension shall be the amount shown in the **sublimit**.

DEFINITIONS

Wherever the following words or terms appear in bold in this endorsement, they mean what is set out below:

Spouse

means a lawful spouse, domestic partner (including without limitation same sex partner) or any person deriving similar status by reason of the common law or statute.

All other terms, conditions, limitations, and exclusions remain unaltered.

Section 7: Additional Policy Clauses

SANCTIONS LIMITATION
AND EXCLUSION
CLAUSE

Sanctions Limitation and Exclusion

(Re)insurers Liability several not joint

No (re)insurer shall be deemed to provide cover and no (re)insurer shall be liable to pay any claim or provide any benefit hereunder to the extent that the provision of such cover, payment of such claim or provision of such benefit would expose that (re)insurer to any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of the European Union, Australia, United Kingdom or United States of America.

LMA3100A 05 October 2023

(RE)INSURERS LIABILITY CLAUSE

The liability of a (re)insurer under this contract is several and not joint with other (re)insurers party to this contract. A (re)insurer is liable only for the proportion of liability it has underwritten. A (re)insurer is not jointly liable for the proportion of liability underwritten by any other (re)insurer. Nor is a (re)insurer otherwise responsible for any liability of any other (re)insurer that may underwrite this contract.

The proportion of liability under this contract underwritten by a (re)insurer (or, in the case of a Lloyd's syndicate, the total of the proportions underwritten by all the members of the syndicate taken together) is shown next to its stamp. This is subject always to the provision concerning "signing" below.

In the case of a Lloyd's syndicate, each member of the syndicate (rather than the syndicate itself) is a (re)insurer. Each member has underwritten a proportion of the total shown for the syndicate (that total itself being the total of the proportions underwritten by all the members of the syndicate taken together). The liability of each member of the syndicate is several and not joint with other members. A member is liable only for that member's proportion. A member is not jointly liable for any other member's proportion. Nor is any member otherwise responsible for any liability of any other (re)insurer that may underwrite this contract. The business address of each member is Lloyd's, One Lime Street, London EC3M 7HA. The identity of each member of a Lloyd's syndicate and their respective proportion may be obtained by writing to Market Services, Lloyd's, at the above address.

(RE)INSURERS LIABILITY CLAUSE	Proportion of liability
(CONTINUED)	Unless there is "signing" (see below), the proportion of liability under this contract underwritten by each (re)insurer (or, in the case of a Lloyd's syndicate, the total of the proportions underwritten by all the members of the syndicate taken together) is shown next to its stamp and is referred to as its "written line".
	Where this contract permits, written lines, or certain written lines, may be adjusted ("signed"). In that case a member schedule is to be appended to this contract to show the definitive proportion of liability under this contract underwritten by each (re)insurer (or, in the case of a Lloyd's syndicate, the total of the proportions underwritten by all the members of the syndicate taken together). A definitive proportion (or, in the case of a Lloyd's syndicate, the total of the proportions underwritten by all the members of a Lloyd's syndicate taken together) is referred to as a "signed line". The signed lines shown in the member schedule will prevail over the written lines unless a proven error in calculation has occurred.
	Although reference is made at various points in this clause to "this contract" in the singular, where the circumstances so require this should be read as a reference to contracts in the plural.
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SEVERAL LIABLITY NOTICE	The subscribing insurers' obligations under contracts of insurance to which they subscribe are several and not joint and are limited solely to the extent of their individual subscriptions. The subscribing insurers are not responsible for the subscription of any co-subscribing insurer who for any reason does not satisfy all or part of its obligations.
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LSW1001 (Insurance)

Section 8: Words with Special Meanings

Some key words and terms used in the Policy have special meaning. Wherever the following words or terms appear in bold in the policy, they mean what is set out below:

Word	Specific meaning
Aggregate limit	the amount shown as the Aggregate limit of indemnity in the member schedule .
Bodily injury	physical injury, sickness, disease, death, mental injury, mental anguish, nervous shock or emotional distress of any natural person.
Claim	the receipt of any writ, statement of claim, summons, application or other originating legal or arbitral process, cross-claim, counterclaim or third or similar party notice, or written demand for compensation.
Business	the Professional Service as stated in the member schedule .
Costs and expenses	the reasonable legal costs including reasonable appeal costs and other necessary expenses incurred by you or on your behalf. Costs and expenses does not include your overheads or any salaries, wages, fees or benefits of your directors, employees , partners or principals.
Documents	any documents of any nature whatsoever, whether written, printed or reproduced by any method including computer records and electronic data material. Documents does not include bearer bonds or coupons, stamps, bank or currency notes or any other negotiable instrument.
Deductible	the amount shown as the deductible in the member schedule .
Employee	any natural person employed under a contract of service or apprenticeship with you , or any person under your direction, supervision or control including employed students who are gaining experience with you as part of a University, College, including the College of Advanced Education, TAFE, Association or government accredited training course; employee does not include a medical practitioner or any contractor.
Good Samaritan act	emergency first aid or medical assistance administered at the scene of a medical emergency, accident or disaster by you who are present either by chance, or in response to an S.O.S call and for which you have no expectation of payment or other reward.
Inquiry	an investigation, examination or inquiry by a regulatory authority or disciplinary committee of any association or professional body of which you are a member; inquiry does not include any audit of you or any inquiry by a Coroner.
Insured	the insured named on the member schedule .
Insured member	The individual named on the member schedule.
Limit of indemnity	the amount shown as the limit of indemnity in the member schedule.

Loss	means damages, costs and expenses and awards of damages and costs. Loss does not include taxes, fines or penalties (except for Penalties) payable by you , non-compensatory damages including exemplary, aggravated, punitive, multiple or liquidated damages, or restitutionary relief.
Medical practitioner	a person registered or licensed as a medical practitioner under a State or Territory law that provides for the registration or licensing of medical practitioners.
Occurrence	means an event, including continuous or repeated exposure to conditions, which results in bodily injury or property damage , neither expected nor intended from your standpoint.
Penalties	any civil penalty imposed by a regulatory authority or a disciplinary committee of any association or professional body of which you are a member.
Period of cover	the period specified in the member schedule .
Products	anything which:
	 has been sold, supplied, repaired, altered, treated, manufactured, constructed, installed or maintained by you in connection with your business, and
	 has ceased to be in your possession or control.
	Products does not include:
	 anything sold or supplied to anyone other than retail customers including patients, and/or
	 anything which requires regulatory approval for sale, supply or use in Australia and is not so approved.
Property damage	the damage to or loss of or destruction of tangible property or loss of use of tangible property resulting directly from property damage to other tangible property.
Schedule	the member schedule to this Policy, including any endorsement.
Premium	the amount shown as premium in the tax invoice.
Professional services	the professional service(s) specified in the member schedule .
Regulatory authority	a person or entity appointed, constituted or acting under a delegation pursuant to any legislation for the purposes of enforcement of such legislation.
Sublimit	the amount shown as a sublimit of indemnity in the member schedule.
Senior counsel	a barrister in active practice who is entitled to use the post- nominals QC or SC in any one or more superior court.
Terrorism	an act, including but not limited to the use of force or violence and/or the threat thereof, of any person or group(s) of persons, or government(s), which from its nature or context is done for, or in connection with, political, religious, ideological or similar purposes or reasons including the intention to influence any government and/or to put the public, or any section of the public, in fear.
Our, us, we	Certain Underwriters at Lloyd's

You, your

the insured member. You and your does not include a medical practitioner.



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