

Zurich Directors' and Officers' Liability Claims Reporting Guidelines

## In-house claims service from the experts



At Zurich, we want you to receive a world class claims service. Zurich's experienced Financial Lines claims specialists will ensure you receive a personal, prompt and transparent claims service from the date you notify your claim. We are committed to making your claims experience as simple and straightforward as possible.

At Zurich, we understand that not all claims are the same and you can't always fit all the relevant information you need to tell us into a form. This document is meant as a guide to inform you of the type of information that Zurich may need to assess your claim.

We encourage you to provide as much relevant information to us as possible. The more information you provide, the less likely it is that we will need to request further information from you. In the event that we do need to request further information from you, or the information that you provide is incomplete, this may delay the time that it takes us to provide you with our decision on indemnity.

We look forward to receiving the following information from you:

### Policy details

You should provide details of the following:

1. The policy holder;
2. The policy number;
3. The policy period; and
4. Details of any other insurance that may be relevant to the claim.

### Insured's details

1. The full name of all individuals and/or insured entities who are claiming under the policy;
2. The position held by the individual/s with the insured entity;
3. If the individual is not a director of the insured entity, confirmation of their status as an insured person. You will need to provide either a position description or a contract of employment.

4. If the insured entity is not the policy holder, you will need to provide documents that confirm the insured status of the insured entity (documents that confirm it is a subsidiary, as defined in the policy).
5. Confirmation as to whether the individuals have been indemnified by the insured entity.

### Details about the claim

1. A chronology of events and/or brief summary of the background to the claim. This should include:
  - the date allegations were first made against the individual or insured entity,
  - the nature of the allegations,
  - the identity and insured's relationship to the third party making the allegations; and
  - any response made by the insured to the allegations.
2. If a letter of demand has been received, please attach a copy.
3. If proceedings have been commenced, please provide us with a copy of the letter of service and the originating process.
4. If you have any other court documents, please provide us with copies of those.
5. If a formal investigation has been commenced, please provide us with relevant documents.
6. If you are aware of the value of the claim or can estimate it, please advise us of this.
7. Copies of any investigative reports, internal memorandums or correspondence that will help us understand the origin of the claim.

### Retainer of defence counsel

At Zurich, we leverage off the size and strength of our global brand. We have negotiated agreed rates with top tier national firms, within the key competencies where it matters. Our Directors' and Officers' (D&O) panel firms operate under our Litigation Management Guidelines and adhere to best practices. This ensures service standards are high and rates are market competitive. You have a choice of firm under your policy, however, if you would like to take advantage of D&O panel, please let us know and we will provide a recommendation.

If you elect to engage your own solicitor, you will need to provide us with the name of the firm, the principal contact and the proposed charge rates. If provided, you should also forward a copy of the retainer agreement with the firm of solicitors.

### Your duties after notifying us of a claim

Once you have notified us of a claim we ask that you continue to keep us updated with respect to further information that may become available.

You must not admit liability or incur defence costs without Zurich's consent. If you do admit liability, enter into a settlement, or incur defence costs, this may affect your claim.

### Zurich's claims handling promise

After receiving notification of a new claim, we will:

1. Acknowledge receipt and assign a dedicated claims specialist, who will contact you within 2 business days.
2. Advise whether further information is required to consider coverage within 10 business days following receipt of your claim.
3. After receipt of all requested information, we will promptly advise you whether the policy responds.
3. If the claim is covered, we will keep in close contact with you to assist with the management of your defence.

Zurich is a member of the Insurance Council of Australia and a signatory to the General Insurance Code of Practice. The Code of Practice sets out the minimum standards that Zurich will uphold in delivering its claims service to its customers. A copy of the code can be obtained by visiting the Insurance Council of Australia Website ([www.codeofpractice.com.au](http://www.codeofpractice.com.au)).

## A solid foundation

Zurich Financial Services is an insurance-based financial services provider with a global network. Founded in 1872, the company's headquarters are in Zurich, Switzerland. Zurich employs approximately 60,000 people serving customers in more than 180 countries. It is the second largest insurer of global corporate business.

In excess of 2,000 global programmes are handled for large corporate customers encompassing over 17,500 local policies issued by our extensive global network.

## Contact details

Zurich has a dedicated claims team for your Directors' & Officers' Liability claim. To lodge your claim, you can use email, mail or fax.

Email address

**fl.claims@zurich.com.au**

Mail address

**The Claims Manager**

**Financial Lines Claims**

**PO Box 677**

**North Sydney NSW 2059**

Fax number

**+61 (0)2 9995 2059**

Please attention your fax to The Claims Manager Financial Lines.

If you wish to call us to discuss a potential claim, please feel free to call us on our National Inquiry Line:

**132 687**

You can find additional information on our website:

**www.zurich.com.au**

## Disclaimer

The information and guidelines contained in this Guide are not intended to replace or amend anything that is contained in the Policy. If you are in doubt about what you should notify us of or how you should notify us, you should contact Zurich, your broker or solicitor. If you have any questions, please feel free to contact us.

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