



NURSING AGENCIES PROFESSIONAL INDEMNITY POLICY



STANDING BY YOU

About CGU Insurance

Insurance Australia Limited ABN 11 000 016 722 AFSL 227681 trading as CGU Insurance, is the underwriter of this policy. CGU Insurance has been one of Australia's leading professional indemnity insurers for over 20 years. Insurance Australia Limited trading as CGU Insurance is one of Australia's largest intermediary-based general insurers, approaching 160 years of providing insurance to Australians.

About MGA Insurance Brokers

MGA Insurance Brokers Pty Ltd acts under its own Australian Financial Service Licence (# 244601). In arranging this insurance policy, MGA Insurance Brokers Pty Ltd is acting as the agent of the Insurer.

Contents

Combined Liability Package	1	Section 6 What Is Not Covered	9
Important Information	1	6.1 Known claims and known circumstances	9
How CGU protects your privacy	1	6.2 Foreign jurisdictions	9
General Insurance Code of Practice	1	6.3 Assumed duty or obligation	9
Our service commitment	1	6.4 Related parties	9
Intermediary remuneration	1	6.5 Refund of Professional fees and trading debts	9
Interest on unallocated premium	1	6.6 Profit	9
Professional Indemnity Insurance – Policy 1	2	6.7 Insolvency	9
Section 1 How To Read This Insurance Policy	2	6.8 Goods and workmanship	9
1.1 Words with special meanings	2	6.9 Employers' liability, directors' and officers' liability, occupiers' liability, motor, marine	10
1.2 Policy interpretation	2	6.10 Punitive and exemplary damages	10
1.3 Paragraph headings	2	6.11 Intentional damage	10
1.4 References to legislation	2	6.12 Deregistration	10
Section 2 The Insurance Contract	2	6.13 Asbestos	10
Section 3 The Cover We Provide	3	6.14 Radioactivity and nuclear hazards	10
3.1 The cover We provide	3	6.15 War and uprisings	10
3.2 Civil liability clarification	3	6.16 Terrorism	10
3.3 Claim investigation costs	3	6.17 Pollution	10
3.4 Advancement of claims investigation costs	3	6.18 Botox	11
3.5 Enquiries cover	3	6.19 Midwifery	11
3.6 Extended continuous cover	4	6.20 Medical Practitioners	11
3.7 Court attendance costs	4	6.21 Euthanasia	11
3.8 Lost documents	4	6.22 Services rendered under the influence of intoxicants or narcotics	11
3.9 Statutory Liability Cover	5	6.23 Sanctions	11
3.10 Run-off cover for the policyholder	5	Section 7 Investigation, Defence And Settlement Of Claims	11
3.11 Public relations cover	6	7.1 We must be told about claims	11
3.12 Extended notification period	6	7.2 Claims co-operation	11
3.13 Vicarious Liability for Medical Practitioners	6	7.3 We can protect our position	11
3.14 Spousal Liability Cover	6	7.4 Disclosure of information to us in respect of cover	12
3.15 Fidelity cover	6	7.5 We can manage the claim (or covered claim)	12
Section 4 Who Is Covered	7	7.6 An Insured must not admit liability for or settle any claim (or covered claim)	12
4.1 Policyholder	7	7.7 Policyholder's right to contest	12
4.2 Vicarious liability for agents or consultants	7	7.8 Senior counsel	12
4.3 Other insureds	7	7.9 Payments to settle potential claims	12
4.4 Cover to spouse, estates and legal representatives	7	7.10 Recovering money from employees	12
4.5 Joint venture	7	7.11 Offsetting of costs and expenses	12
Section 5 Limits To The Amount Of Cover	8	7.12 The excess	12
5.1 The policy limit	8	7.13 Loss prevention	13
5.2 Reinstatement of the policy limit	8	7.14 Other Insurance which may cover the risk	13
5.3 Cover for claim investigation costs if the policy limit is exceeded	8	7.15 Material change in the risk	13
5.4 Limit if multiple persons and/or entities are covered	8	Section 8 Special Provisions For Dishonesty And Fraud Or Fidelity	13
5.5 Specific cover limits	8	Section 9 Additional Special Provisions For Fidelity Cover	14
5.6 GST Input Tax Credits	8		

Section 10 Other Matters	15	Broadform (Public And Products) Liability Insurance	18
10.1 The Proposal: Non-imputation	15	– Policy 2	
10.2 Authority to accept notices and to give instructions	15	Section 1 How To Read This Insurance Policy	18
10.3 Allocation	15	Section 2 The Insurance Contract	18
10.4 Payment in Australian dollars in Australia	15	Section 3 The Cover We Provide	19
10.5 Law of the policy	15	3.1 The cover We provide	19
10.6 Territory covered by this policy	15	3.2 Limit of Liability	19
10.7 Schedule must be included	15	Section 4 Supplementary Payments	20
Section 11 Cancelling The Policy	15	Section 5 Geographical Limits	20
11.1 The policyholder can cancel the policy	15	Section 6 What Is Not Covered	20
11.2 We can cancel the policy	15	6.1 Employer's Liability	20
11.3 Refund of premium	15	6.2 Motor vehicles	21
Section 12 Words With Special Meanings	16	6.3 Aircraft and watercraft	21
12.1 Words in bold type and capital letters	16	6.4 Property in physical or legal control	21
12.2 Civil Liability	16	6.5 Faulty workmanship	21
12.3 Claim	16	6.6 Damage to insured's products	21
12.4 Claim Investigation Costs	16	6.7 Product recall and repair	21
12.5 Cover	16	6.8 Aircraft products	21
12.6 Covered Claim	16	6.9 Contractual Liability	22
12.7 Covered Matters	16	6.10 Professional Liability	22
12.8 Documents	16	6.11 Libel and slander	22
12.9 Employee	16	6.12 Fines and punitive damages	22
12.10 Enquiry	16	6.13 Pollution	22
12.11 Excess	16	6.14 Asbestos	22
12.12 Former Principal	16	6.15 Nuclear	22
12.13 Good Samaritan Acts	16	6.16 War	22
12.14 Health Care Services	16	6.17 Terrorism	22
12.15 Insured	16	6.18 Electronic data	23
12.16 Insured Business	17	6.19 Advertising Liability	23
12.17 Intellectual Property	17	6.20 Treatment risk	23
12.18 Joint Venture	17	6.21 Sexual and other misconduct	23
12.19 Known Circumstance	17	6.22 Sanctions	23
12.20 Lost or Loss	17	Section 7 Other Matters	23
12.21 Medical Practitioners	17	7.1 Claims Control	23
12.22 Medicare Benefits Fraud	17	7.2 Discharge of Liabilities	24
12.23 Midwifery Services	17	7.3 Reasonable Care	24
12.24 Period of Insurance	17	7.4 Cross Liabilities	24
12.25 Policy	17	7.5 Alteration of Risk	24
12.26 Policy Limit	17	7.6 Subrogation	24
12.27 Policyholder	17	7.7 Other Insurances	24
12.28 Pollutants	17	7.8 Insurance Arranged By Principal	24
12.29 Principal	17	7.9 Cancellation	24
12.30 Proposal	17	7.10 Inspection and Premium Adjustment	25
12.31 Publicity Campaign	17	7.11 Insurance Contracts Act	25
12.32 Run-off Event	17	7.12 Agreement Limiting Rights	25
12.33 Schedule	18	7.13 Headings	25
12.34 Specific Cover	18	7.14 Australian Jurisdiction	25
12.35 Specific Cover Limits	18	7.15 Goods and Services Tax	25
12.36 Subsidiary	18	Section 8 Words With Special Meaning	25
12.37 Terrorism	18		
12.38 Uncovered Matters	18		
12.39 We or Us or Our	18		

Combined Liability Package

Policy 1 – Professional Indemnity Insurance Policy

Policy 2 – Broadform (Public and Products) Liability Policy

Important Information

How CGU protects your privacy

We use information provided by **Our** customers to allow **Us** to offer **Our** products and services. This means **We** may need to collect your personal information, and sometimes sensitive information about you as well (for example, health information for travel insurance). **We** will collect this information directly from you where possible, but there may be occasions when **We** collect this information from someone else.

We will only use your information for the purposes for which it was collected, other related purposes and as permitted or required by law. You may choose not to give **Us** your information, but this may affect **Our** ability to provide you with insurance cover.

We may share this information with companies within **Our** group, government and law enforcement bodies if required by law and others who provide services to **Us** or on **Our** behalf, some of which may be located outside of Australia.

For more details on how **We** collect, store, use and disclose your information, please read **Our** Privacy Policy located at www.cgu.com.au/privacy. Alternatively, contact **Us** at privacy@cgu.com.au or 13 15 32 and **We** will send you a copy. **We** recommend that you obtain a copy of this policy and read it carefully.

By applying for, using or renewing any of **Our** products or services, or providing **Us** with your information, you agree to this information being collected, held, used and disclosed as set out in this policy.

Our Privacy Policy also contains information about how you can access and seek correction of your information, complain about a breach of the privacy law, and how **We** will deal with your complaint.

General Insurance Code of Practice

We proudly support the General Insurance Code of Practice (Code). The purpose of the Code is to raise the standards of practice and service in the general insurance industry.

The objectives of the Code are:

- to commit **Us** to high standards of service;
- to promote better, more-informed relations between **Us** and you;
- to maintain and promote trust and confidence in the general insurance industry;
- to provide fair and effective mechanisms for resolving complaints you make about **Us**; and
- to promote continuous improvement of the general insurance industry through education and training.

The Code Governance Committee is an independent body that monitors and enforces insurers' compliance with the Code.

We have adopted and support the Code and are committed to complying with it. Please contact **Us** if you would like more information about the Code or the Code Governance Committee.

Our service commitment

We are proud of **Our** service standards and **We** support the General Insurance Code of Practice. In an unlikely event that you are not satisfied with the way in which **We** have dealt with you, as part of our commitment to customer service, **We** have an internal dispute resolution process in place to deal with any complaint you may have.

Please contact your nearest CGU Insurance office if you have a complaint, including if you are not satisfied with any of the following:

- one of **Our** products;
- **Our** service;
- the service of **Our** authorised representatives, loss adjusters or investigators; or
- **Our** decision on your claim.

Our staff will help you in any way they can. If they are unable to satisfy your concerns, they will refer the matter to their supervisor or manager. If the manager cannot resolve the matter, the manager will escalate the matter to **Our** Internal Dispute Resolution Department.

Further information about **Our** complaint and dispute resolution procedures is available by contacting **Us**.

Intermediary remuneration

We pay remuneration to insurance intermediaries when **We** issue, renew or vary a policy the intermediary has arranged or referred to **Us**. The type and amount of remuneration varies and may include commission and other payments. If you require more information about remuneration **We** may pay your intermediary you should ask your intermediary.

Interest on unallocated premium

If **We** are unable to issue your insurance when **We** receive your application, **We** are required to hold your premium in a trust account on your behalf until your insurance can be issued.

We will retain any interest payable by **Our** bank to meet, among other things, bank fees and other bank costs **We** incur in operating the account.

Professional Indemnity Insurance – Policy 1

Section 1 How To Read This Insurance Policy

1.1 Words with special meanings

Some of the words in this **Policy** have special meanings. These meanings can be found in Section 12 of the **Policy** ('Words with special meanings'). If a word has a special meaning, it appears in this **Policy** in bold type and with a capital letter. These words may appear without bold type in endorsements in the **Schedule**.

1.2 Policy interpretation

Except where the context otherwise requires it:

- a) the singular includes the plural and the plural includes the singular.
- b) if a word or phrase is defined, its other grammatical forms have a corresponding meaning.
- c) words importing a gender include every other gender.

1.3 Paragraph headings

The paragraph headings in this **Policy** are included for the purpose of reference only and do not form part of this **Policy** for interpretation purposes.

1.4 References to legislation

References to legislation in this **Policy** includes any amendment, replacement, re-enactment, successor, equivalent or similar legislation.

Section 2 The Insurance Contract

2.1 We agree to provide the **Cover** described in this **Policy** upon full payment of the gross premium as stated in the **Schedule**. If full payment of the gross premium as stated in the **Schedule** is not made, there is no **Cover**.

2.2 Before this **Policy** came into effect, **We** were provided with information by or on behalf of the **Insured**, in the **Proposal**, and perhaps in other ways. **We** have relied on this information to decide whether to enter into this contract and on what terms.

2.3 If any of that information is wrong or false, it may affect entitlement to **Cover** under this **Policy**.

2.4 This **Policy** is in force for the **Period of Insurance**.

2.5 Responsibilities and notification of change of material risk

- a) The **Policyholder** must as soon as reasonably possible advise **Us** in writing of a material change in the risk, including but not limited to notifying **Us** if any of the following occurs during the **Period of Insurance**:
 - i. undertaking activities that are materially different from the **Health Care Services**;
 - ii. any cancellation or suspension, or loss of or condition imposed, upon any licence, registration or other authority required by the **Insured** to conduct the **Health Care Services**; or
 - iii. the **Insured** being insolvent, bankrupt or in liquidation; or
 - iv. a **Run-Off Event**.
- b) When **We** receive notification of a change, **We** may decide to either:
 - i. continue **Cover** with no change to the premium payable;
 - ii. reduce the premium payable and return any refund to the **Policyholder**;
 - iii. charge the **Policyholder** an additional premium (the **Policyholder** can cancel the **Policy** if the additional premium is not acceptable); or
 - iv. cancel the **Policy** if permitted in accordance with the provisions of the Insurance Contracts Act 1984 (Cth).
- c) It is important for the **Policyholder** to know that **We** may make changes to this **Policy** as a result of a change in information. When there is a change, **We** will inform the **Policyholder**.
- d) If the **Policyholder** does not notify **Us** of a material change, **We** may refuse to pay a **Claim** or **Covered Claim** or reduce **Cover** under the **Policy**. **We** may also decide to cancel the **Policy** if permitted in accordance with the provisions of the Insurance Contracts Act 1984 (Cth).
- e) The course of action **We** take when the **Policyholder** fails to notify **Us** of a material change will be considered in each circumstance based on what impact or effect the **Policyholder's** failure to do so caused or contributed to the **Claim** or **Covered Claim** or changes **Our** liability under the **Policy**.

Section 3

The Cover We Provide

The provisions of Section 3 apply to all Sections of this **Policy**, unless otherwise stated to the contrary.

3.1 The cover We provide

We Cover the **Insured** up to the **Policy Limit** (see Section 5) for any **Claim** for **Civil Liability** to any third party which is incurred in the provision of the **Health Care Services** and which **Claims**:

- a) are made against the **Insured** during the **Period of Insurance**; and
- b) **We** are told about in writing as soon as reasonably possible during the **Period of Insurance**; and
- c) arise from an act, error or omission on or after the 'Retroactive Date' as stated in the **Schedule**.

3.2 Civil liability clarification

For the purpose of clarification only, the **Civil Liability We** provide **Cover** for in Section 3.1 includes (but is not limited to) the following types of **Civil Liability Claims**:

- a) breach of duty (including a fiduciary duty).
- b) breach of privacy or confidentiality.
- c) defamation.
- d) loss of or damage to **Documents** which were in the **Insured's** physical custody or control or for which the **Insured** is legally responsible for, at the time of loss or damage.
- e) subject to Section 8, vicarious liability of the **Policyholder** arising from the dishonest, fraudulent, criminal or malicious acts or omissions (including **Medicare Benefits Fraud**) by any person otherwise the subject of **Cover** under this **Policy** (but there is no **Cover** to that person for these **Claims**).
- f) infringement of **Intellectual Property**.
- g) breaches of the misleading and deceptive conduct provisions of the Australian Securities and Investments Commission Act 2001 (Cth), the consumer protection provisions of the Competition and Consumer Act 2010 (Cth) and corresponding consumer protection provisions of New Zealand and Australian state and territories Fair Trading legislation and any antecedents to any of this legislation (but not for criminal liability in respect of any such matters).
- h) breach of warranty of authority committed, by or on behalf of the **Insured**, in good faith and in the reasonable belief of the person alleged to have committed the breach that appropriate authority was held.
- i) **Good Samaritan Acts**.

3.3 Claim investigation costs

In respect of **Covered Claims**, subject to Sections 3.3 b) and 5.3, **We** also pay in addition to the **Policy Limit** (but only up to an amount equal to the **Policy Limit**) **Claim Investigation Costs**.

- a) In respect of **Covered Claims**:
 - i. first brought in a court outside Australia or New Zealand; or
 - ii. brought in a court within Australia or New Zealand to enforce a judgment handed down in a court outside Australia or New Zealand; or
 - iii. where the proper law of a country other than Australia or New Zealand is applied to any of the issues in any **Claim** or **Covered Claim Covered** by this **Policy**,

the **Policy Limit** is inclusive of **Claim Investigation Costs**.

- b) **We** will pay **Claim Investigation Costs** as and when they are incurred prior to final resolution of the **Claim**, however, **We** will only pay such costs if either:
 - i. **We** incur them; or
 - ii. the **Policyholder** incurs them after first obtaining **Our** agreement in writing and the costs and expenses are reasonable and necessary.
- c) **We** are not obliged to defend, or to continue to defend, any **Claim** (or **Covered Claim**) or pay, or continue to pay, any costs or expenses associated with such defence, once the **Policy Limit** has been exhausted.

3.4 Advancement of claims investigation costs

If **We** elect not to take over and conduct the defence or settlement of any **Claim**, then **We** will pay all reasonable and necessary **Claims Investigation Costs** provided that:

- a) **We** have not already denied **Cover** under the **Policy**; and
- b) **Our** written consent is obtained prior to the **Policyholder** incurring such **Claims Investigation Costs** (such consent shall not be unreasonably withheld or delayed).

The **Insured** on whose behalf or for whose benefit **Claims Investigation Costs** were paid, shall repay to **Us** all such **Claim Investigation Costs**, in the event and to the extent that:

- i. the **Insured** makes an admission in writing of any fraudulent, dishonest, malicious or intentional conduct (within the meaning of the conduct set out in Section 6.11); or
- ii. it is subsequently established, directly or indirectly, by judgment or other final adjudication, that conduct of the type referred to in i. above occurred.

3.5 Enquiries cover

For those **Enquiries** of which the **Insured** first becomes aware and of which **We** are told about in writing as soon as reasonably possible during the **Period of Insurance** and which occurred after the 'Retroactive Date' specified in the **Schedule**, **We Cover** the **Insured** (subject to the **Specific Cover Limit** set out in the **Schedule** for 'Enquiries') for the legal costs and expenses (incurred with **Our** prior written approval and which are reasonable and necessary) for the representation of the **Insured** at any **Enquiry**. This **Cover** does not extend to paying the **Insured's** regular or overtime wages, salaries or fees.

If no **Specific Cover Limit** is indicated in the **Schedule** for 'Enquiries', then no **Cover** is provided by this **Policy** for **Enquiries**.

3.6 Extended continuous cover

- a) **We Cover** the **Insured**, for any **Claim** otherwise **Covered** by this **Policy**, arising from a **Known Circumstance** (notwithstanding Section 6.1 a), b), c) and e) of this **Policy**) if there has been no fraudulent non-disclosure or fraudulent misrepresentation in respect of such **Known Circumstance** and where prior to the **Period of Insurance** stated in the **Policy Schedule** the **Insured** first became aware of a fact, situation or circumstance which might give rise to a **Claim** but only:
- during a period of insurance in which **We** continued without interruption to be the professional liability insurer until this **Period of Insurance**; or
 - during a period of insurance in which the immediate previous insurer continued without interruption to be the insurer until a period of insurance specified in i. above; and
 - if there was no interruption between the periods of insurance specified in i. and ii. above; and
 - had **We** (or the said previous insurer) been notified by the **Insured** of the **Known Circumstance** when the **Insured** first knew of it, the **Insured** would have been covered under the policy in force at that time but is not now entitled to be covered by that policy, and the **Insured** would (but for Section 6.1 of this **Policy**) otherwise be **Covered** under this **Policy**; and
 - if neither the **Claim** nor **Known Circumstance** have previously been notified to **Us** or to any other insurer.
- b) If the **Insured** still has an entitlement to indemnity, in whole or in part, under another policy then this Continuous Cover extension does not apply to provide indemnity under this **Policy** to the extent that indemnity is provided to the **Insured** under that other policy of insurance.
- c) **We** may reduce the amount **We** pay out under this extension by the amount of any prejudice **We** may suffer in consequence of any delayed notification to **Us** or the previous insurer.
- d) The **Policy Limit** of the **Cover We** provide under this extension is the lesser available under the terms of the policy in force at the earlier time referred to in paragraph a) i. or ii. above, or under this **Policy**.
- e) Subject to paragraph d) above the terms of this **Policy** otherwise apply.
- f) Entitlement to **Cover** under this extension is conditional upon the receipt of all **Policy Documents** requested by **Us**.
- g) For the purposes of paragraph f) above, '**Policy Documents**' means:
- the policy schedule;
 - the policy wording;

- any endorsements attaching to i. and ii. above;

issued to the **Insured** by the immediate previous insurer for each professional liability policy in force from the time the **Insured** first became aware of a fact, situation or circumstance which might give rise to a **Claim** to the period of insurance specified in paragraph a) ii. above; and

- each professional liability proposal form submitted by the **Insured** in application for insurance for the periods of insurance referred to in paragraph a) ii. above and relied upon by the immediate previous insurer.

3.7 Court attendance costs

For any person described in a) and b) below who is required to physically attend at Court for the purposes of giving evidence as a witness in connection with a **Claim** or **Covered Claim**, then it is agreed that **Claim Investigation Costs** will include the following payments, per day on which attendance at Court is required, payable to any:

- Principal** or **Former Principal** – \$500
- Employee** – \$250

No **Excess** shall apply to this Section 3.7.

3.8 Lost documents

- a) Where **Cover** is not otherwise provided under Section 3.1 of the **Policy**, **We** shall pay the costs and expenses in replacing or restoring a third party's **Documents**:
- for which a **Policyholder** is legally responsible;
 - that have been **Lost** during the **Period of Insurance**; and
 - where the **Lost Documents** have been the subject of a diligent search by or on behalf of the **Policyholder**; and
 - We** are told about in writing as soon as reasonably possible during the **Period of Insurance**.
- b) **We** will only pay such costs and expenses if either:
- We** incur them; or
 - the **Policyholder** incurs them after first obtaining **Our** agreement in writing and the costs and expenses are reasonable and necessary.
- c) **We** shall not be liable for any such costs and expenses arising out of wear, tear and/or gradual deterioration, moth and vermin, or other matters beyond the **Policyholder's** control.
- d) The **Specific Cover Limit** for such costs and expenses under the **Policy** shall not exceed \$250,000 any one **Loss** and \$500,000 in the aggregate for all such **Losses**, which is included within and not in addition to the **Policy Limit**.
- e) Notwithstanding Item 7.2 of the **Schedule**, the **Excess** applicable to this Section 3.8 is \$1,000 for each **Loss**.

3.9 Statutory Liability Cover

Notwithstanding Sections 6.10 and 12.2, **We** will to the extent permitted by law provide **Cover** to the **Insured**, against any:

- a) **Penalty** payable by the **Insured** as a result of a criminal or civil proceeding in respect of an offence under an **Act** which proceeding:
 - i. is served upon the **Insured** while this **Policy** is in force; and
 - ii. **We** are told about in writing as soon as reasonably practicable while this **Policy** is in force; and
 - iii. arises from an act, error or omission on or after the Retroactive Date specified in the **Schedule** which occurred in the provision of **Health Care Services**.
- b) **Statutory Liability Defence Costs** incurred in connection with proceedings specified in paragraph a) above.

Our total liability under the **Policy** for the payment of any and all **Penalties** and **Statutory Liability Defence Costs** shall not exceed \$500,000 in the aggregate, which is included within and not in addition to the **Policy Limit**.

Notwithstanding the above, **We** do not **Cover Penalties**, (or losses or liabilities) or any costs associated with any action or proceeding arising out of the alleged failure of the **Insured** to comply with any lawful consent, demand, determination, memorandum, notice, order, schedule or the like issued under an **Act**.

For the purposes of this **Policy**,

- i. **'Act'** shall mean any of the following legislation:
 1. Competition and Consumer Act 2010 (Cth);
 2. The Privacy Act 1988 (Cth);
 3. The Corporations Act 2001 (Cth);
 4. The Associations Incorporation Acts of the States and Territories of Australia;
 5. The Occupational Health & Safety legislation of any State or Territory of Australia or the Commonwealth of Australia,including any amendment, replacement, re-enactment, successor, equivalent or similar legislation of any of the above statutes, any regulation or other subordinate legislation made under any of these statutes, and in respect of 1. to 3. above, any equivalent legislation of a State or Territory of Australia.
- ii. **'Penalty'** shall mean a monetary fine or penalty prescribed under an **Act** but excludes any amounts payable or calculated by reference to:
 1. compensation;
 2. compliance, remedial, reparation or restitution costs;
 3. exemplary or punitive damages;
 4. any consequential loss, meaning **We** will not pay for any direct or indirect financial or economic loss, for example loss of reputation, loss of use or enjoyment, loss of profits or depreciation, except if specifically **Covered** by this **Policy**.

- iii. **'Statutory Liability Defence Costs'** shall mean legal costs and expenses of investigating, defending or settling any proceeding specified in paragraph a) above which:

1. **We** incur; or
2. the **Policyholder** incurs after first obtaining **Our** agreement in writing and the costs and expenses are reasonable and necessary.

We reserve the right to recover any **Statutory Liability Defence Costs** paid under this Section 3.9 from the **Insured** on whose behalf or for whose benefit **Statutory Liability Defence Costs** were paid in the event and to the extent that:

1. the **Insured** makes an admission in writing of any fraudulent, dishonest, malicious or intentional conduct (within the meaning of Section 6.11); or
2. it is subsequently established, directly or indirectly, by judgment or other final adjudication, that the **Insured** was not entitled to **Cover** under this **Policy**.

Notwithstanding Item 7.2 of the **Schedule**, the **Excess** applicable to this Section 3.9 is \$5,000 for each and every **Penalty** inclusive of **Statutory Liability Defence Costs**.

3.10 Run-off cover for the policyholder

In the event that a **Run-Off Event** occurs during the **Period of Insurance**, to the **Policyholder**:

- a) the **Cover** provided by this **Policy** with respect to such **Policyholder** shall continue until the expiry date of this **Policy** in respect of any **Claim** otherwise **Covered** by this **Policy** arising from any act, error or omission prior to the date of the **Run-Off Event**.
- b) the **Policyholder** may apply to extend the **Period of Insurance** for run-off cover subject to:
 - i. provision of and acceptance by **Us** of a no claims declaration;
 - ii. **Our** written agreement, which agreement is at **Our** absolute discretion;
 - iii. the payment of any additional premium if required by **Us** (to be paid in full immediately upon expiry of the **Period of Insurance** immediately preceding the **Run-Off Event**); and
 - iv. any additional terms, conditions or exclusions that **We** may impose;

then the **Period of Insurance** may be extended for a further 12 months, provided that **Our** total liability under the **Policy** for all **Claims** and **Covered Claims** in the aggregate for the **Period of Insurance** and the extended period pursuant to this Section 3.10 b), shall not exceed the **Policy Limit**.

For the avoidance of doubt the **Period of Insurance** shall not be greater than 84 months from the original inception date of the **Policy**.

3.11 Public relations cover

- a) **We** will pay the reasonable and necessary fees, costs and expenses of a public relations consultant retained by the **Policyholder**, which are notified to **Us** during the **Period of Insurance** and **We** provide **Our** prior written consent (which shall not be unreasonably withheld or delayed), to design and implement a **Publicity Campaign** approved by **Us**, to prevent or mitigate damage to the reputation of the **Policyholder** in consequence of a **Claim** or **Covered Claim** from the provision of **Health Care Services**.
- b) The **Specific Cover Limit** for the payment of such fees, costs and expenses of a public relations consultant under the **Policy** shall not exceed \$100,000 for any one **Publicity Campaign**, and in the aggregate for all **Publicity Campaigns**, which is included within and not in addition to the **Policy Limit**.
- c) Notwithstanding Item 7.2 of the **Schedule**, the **Excess** applicable to this Section 3.11 is \$1,000 for each and every **Publicity Campaign**.

3.12 Extended notification period

- a) In the event that this **Policy** is not renewed or is cancelled for any reason other than non payment of premium then the **Policyholder** has until such time that the **Policyholder** effects another insurance policy which covers substantially the same risk as this **Policy**, either with **Us** or any other insurer(s), or a period of sixty (60) days commencing on the day immediately following expiry/cancellation of this **Policy**, whichever is sooner, to notify **Us** of any **Claims** made against the **Insured** during the **Period of Insurance**;
- b) **Cover** under this Section 3.12:
 - i. does not reinstate or increase the **Policy Limit** or extend the **Period of Insurance**.
 - ii. will only apply to acts, errors or omissions committed or alleged to have been committed by the **Insured** before the end of the **Period of Insurance** or the cancellation date of this **Policy** where this **Policy** has been cancelled; and
 - iii. is limited to **Claims** and **Covered Claims** arising from an act, error or omission which occurred on or after the 'Retroactive Date' specified in the **Schedule**.

3.13 Vicarious Liability for Medical Practitioners

We Cover the **Insured** for any **Claim** otherwise **Covered** by this **Policy** arising from the **Insured's** vicarious liability for and non-delegable duty of care in respect of the provision of **Health Care Services** by **Medical Practitioners**.

3.14 Spousal Liability Cover

We Cover the spouse of the **Insured**, to the same extent as **Cover** would otherwise have been available to the **Insured**.

3.15 Fidelity cover

- a) **We Cover** the **Policyholder** for any **Fidelity Loss** (see also Sections 8 and 9) where such **Fidelity Loss**:
 - i. is sustained by reason of any dishonest or fraudulent conduct of an **Employee**;
 - ii. is first discovered by the **Policyholder** during the **Period of Insurance**;
 - iii. **We** are told about in writing as soon as reasonably practicable during the **Period of Insurance**; and
 - iv. is caused by dishonest or fraudulent conduct committed by an **Employee** within a period of thirty six (36) months before being first discovered by the **Policyholder**;
- b) The **Excess** applies to each and every **Fidelity Loss** resulting from each separate dishonest, fraudulent, malicious or illegal act or omission committed by an **Employee**;
- c) The amount of the **Excess** for 'Fidelity Cover' is specified in the **Schedule** when **We** provide **Cover** for a **Fidelity Loss** which **We Cover** under Section 3.15 of this **Policy**. The **Policyholder** must also pay this **Excess** when **We** provide **Cover** for **Claim Investigation Costs** for **Fidelity Losses** under Section 3.15.
- d) The **Policyholder** shall give written notice, including affirmative proof of any **Fidelity Loss** with full particulars to **Us** of any **Fidelity Loss**, during the **Period of Insurance**. The **Policyholder** shall bear the costs and expenses of establishing the nature and extent of the **Fidelity Loss**. **We** will be under no obligation to provide **Cover** until **We** receive relevant evidence to substantiate that such **Fidelity Loss** has in fact been sustained.
- e) **Cover** for **Fidelity Loss** is subject to the **Specific Cover Limit** set out in the **Schedule** for 'Fidelity Cover'. The **Specific Cover Limit** is inclusive of **Claims Investigation Costs**.

If no **Specific Cover Limit** is indicated in the **Schedule** for 'Fidelity Cover', then no **Cover** is provided by this **Policy** for **Fidelity Losses**.

Section 4

Who Is Covered

4.1 Policyholder

We Cover the **Policyholder** for **Claims** and **Covered Claims** of the type and on the basis specified in Section 3.

4.2 Vicarious liability for agents or consultants

The provision of the **Health Care Services** includes, for the purpose of this **Policy**, acts, errors or omissions of agents or consultants of the **Policyholder** in the provision of the **Health Care Services** and for which the **Policyholder** is liable. Subject to the definition of **Employee** in Section 12.9, such agents and consultants, however, are not **Covered** by this **Policy**.

4.3 Other insureds

In addition, **We Cover** the following for **Claims** or **Covered Claims** of the type and on the basis specified in Section 3 of this **Policy**:

a) Employees

Employees of the **Policyholder** in respect of **Civil Liability** arising from the provision of the **Health Care Services** but not in respect of **Claims** or **Covered Claims** under Section 3.2e) of this **Policy**.

b) Students

Tertiary students who are or have been assigned to the **Insured** in respect of the provision of **Health Care Services** while under the direct supervision and control of the **Insured**.

c) Principal's previous business

- i. Notwithstanding Section 6.3e), **Principals** of the **Policyholder** in respect of **Civil Liability** arising in their capacity as a principal of a prior professional practice in respect of **Claims** arising from the provision on behalf of the prior professional practice of **Health Care Services** of the type **Covered** under this **Policy**.
- ii. This **Cover** is only for a maximum of thirty days from the date the principal became a **Principal** of the **Policyholder** (or until the **Policy** expires if that is sooner).
- iii. **We** may agree to extend this period (subject to additional premium) after receipt of a satisfactory underwriting submission in respect of the prior professional practice.
- iv. The Retroactive Date for such **Cover** is deemed to be without limitation of date.

d) Prior corporate entities

Corporate entities through which the **Policyholder** previously traded, in the course of the provision of the **Health Care Services**.

Cover provided by this Section 4.3 d), however, is subject to receipt by **Us**, at the time of any such **Claim**, of an express written request from the **Policyholder** to so extend the **Policy Cover**.

e) Merged and/or newly acquired subsidiaries

- i. Entities (practicing in the same professional discipline as the **Policyholder**) in respect of **Claims** arising from the provision of **Health Care Services** of substantially the same type as those **Covered** by this **Policy**, which are merged with or acquired by the **Policyholder** while this **Policy** is in force.
- ii. This **Cover** is only for a maximum of thirty days from the date of the merger or acquisition (or until the **Policy** expires if that is sooner).
- iii. **We** may agree to extend this period (subject to additional premium) after receipt of a satisfactory underwriting submission in respect of the merged or acquired entity.
- iv. The Retroactive Date for such **Cover** is deemed to be the date of the merger with or acquisition by the **Policyholder** unless **We** otherwise agree in writing.

f) Former subsidiaries run-off cover

Any former **Subsidiary** of the **Policyholder**, provided that such **Cover** shall only apply in respect of:

- i. **Claims** arising from the provision of **Health Care Services**; and
- ii. only in respect of acts, errors or omissions which occurred after the 'Retroactive Date' specified in the **Schedule** and prior to the date on which such **Subsidiary** ceased to be a subsidiary of the **Policyholder**.

We only provide **Cover** to the persons, firms or incorporated bodies described in this Section 4.3 if the persons, firms or incorporated bodies claiming **Cover** each agree in writing within a reasonable time of notification to **Us** of the **Claim** or **Covered Claim**:

1. to be bound by this **Policy**; and
2. to be liable individually, and together with the **Policyholder**, for paying the **Excess** (or any other payment due to **Us** under this **Policy**) in respect of any **Cover** provided to them under this **Policy**.

4.4 Cover to spouse, estates and legal representatives

If an **Insured** dies or becomes legally incompetent or insolvent, **We Cover** the spouse, estate, legal representative or assigns of the **Insured**, or the party entitled to **Cover**, to the same extent as **Cover** would otherwise have been available to the **Insured**.

4.5 Joint venture

- a) If the name of a **Joint Venture** is included in the **Schedule**, under 'Joint Ventures', then **We Cover** the **Policyholder** for the **Policyholder's** liability in respect of that **Joint Venture** as otherwise **Covered** by this **Policy**.
- b) If the name of the **Joint Venture** is not included in the **Schedule** under 'Joint Ventures', then **We Cover** the **Insured** only for the acts, errors or omissions of the **Insured** arising from the provision of **Health Care Services** as otherwise **Covered** by this **Policy**.

Section 5

Limits To The Amount Of Cover

5.1 The policy limit

The **Policy Limit** applies to any one **Claim** and, subject to this Section 5, applies to the total of all **Claims** and **Covered Claims**, **Covered** by this **Policy**.

5.2 Reinstatement of the policy limit

The **Policy Limit** is the maximum amount **We** will provide **Cover** for in respect of any one **Claim**. Subject to the following limitations, **We** will provide **Cover** to a maximum of four times the **Policy Limit** for all **Claims Covered** by this **Policy**.

a) Limits on reinstatement

However:

- i. **We** do not provide **Cover** for an amount in the aggregate more than the **Policy Limit** or the **Specific Cover Limits** as applicable in respect of any one **Claim**;
- ii. the aggregate **Cover** under this **Policy** shall not exceed the **Policy Limit** or **Specific Cover Limit** as applicable for any one **Claim**, or **Claims** (including **Covered Claims**) arising from the one act, error or omission or from a series of, or from repeated or related, acts, errors or omissions;
- iii. if there is extra insurance, held with another insurer in excess of the applicable limit of this **Policy**, then **Cover** in excess of one **Policy Limit** or **Specific Cover Limit** as applicable (up to a maximum of four times the **Policy Limit** or **Specific Cover Limit** as applicable) is only available for so much of the liability (otherwise **Covered** by this **Policy**) which is not covered by the extra insurance.

b) Limit of cover for claim investigation costs

Where **Cover** is provided under this **Policy** for any **Claim**, then **Claim Investigation Costs** are paid in respect of that **Claim** up to an amount equal to the **Policy Limit** in accordance with Section 3.3 of this **Policy**. The aggregate amount **We** pay in total for **Claim Investigation Costs** for or in respect of all **Claims Covered** by this **Policy** does not exceed an amount equal to four times the **Policy Limit**.

5.3 Cover for claim investigation costs if the policy limit is exceeded

If the amount that has to be paid to dispose of, settle or finalise a **Claim** exceeds the **Policy Limit**, then **We** only pay for the same proportion of the **Claim Investigation Costs** as the **Policy Limit** bears to the amount to be paid to dispose of, settle or finalise the **Claim**. But **We** never pay more than the **Policy Limit**.

5.4 Limit if multiple persons and/or entities are covered

The **Policy Limit** does not increase if there is more than one **Insured Covered** under this **Policy**, or if more than one **Insured** causes or contributes to the **Claim**.

5.5 Specific cover limits

If the **Schedule** or Section 3 of the **Policy** indicates any **Specific Cover Limits** for specific types of **Cover** under this **Policy**, then the applicable **Specific Cover Limits** and not the **Policy Limit** applies. The **Specific Cover Limits** are included within, and not in addition to, the **Policy Limit**.

5.6 GST Input Tax Credits

- a) Where and to the extent that **We** are entitled to claim an Input Tax Credit for a payment made under the **Policy**, then any monetary limit in the **Policy** on **Our** obligation to make such a payment, shall be deemed to be net of **Our** entitlement to the Input Tax Credit.
- b) Where and to the extent that the **Policyholder** is entitled to claim an Input Tax Credit for a payment required to be made by the **Policyholder** as an **Excess**, then the amount of the **Excess** shall be net of the entitlement of the **Policyholder** to the Input Tax Credit.
- c) Where payment is made under this **Policy** for the acquisition of goods, services or other supply, **We** will reduce the amount of the payment by the amount of any Input Tax Credit that the **Policyholder** is, or will be, entitled to under A New Tax System (Goods and Services Tax) Act 1999 (Cth) in relation to that acquisition, whether or not that acquisition is made.
- d) Where payment is made under this **Policy** as compensation instead of payment for the acquisition of goods, services or other supply, **We** will reduce the amount of the payment by the amount of any Input Tax Credit that the **Policyholder** would have been entitled to under A New Tax System (Goods and Services Tax) Act 1999 (Cth) had the payment been applied to acquire such goods, services or other supply.

Section 6

What Is Not Covered

We do not provide **Cover** for any of the following **Claims** or **Covered Claims**:

6.1 Known claims and known circumstances

- a) known at the inception date of this **Policy**; or
- b) arising from, directly or indirectly based upon, attributable to, or in consequence of any **Known Circumstance** or known **Claims** or **Covered Claims**; or
- c) disclosed in the **Proposal** or arising from facts or circumstances which may give rise to a **Claim** or **Covered Claim** disclosed in the **Proposal**; or
- d) if this **Policy** is endorsed or amended mid term, for any **Claim** or **Covered Claim** that arose from a **Known Circumstance** (as at the effective date of the amendment/endorsement) to the extent that the **Claim** or **Covered Claim** would not have been **Covered** by the **Policy** before such amendment/endorsement.

6.2 Foreign jurisdictions

subject to the 'Jurisdictional Limits' specified in the **Schedule**

- a) first brought in or determined pursuant to the laws of, the United States of America or the Dominion of Canada, or their territories or protectorates; or
- b) arising out of the enforcement of judgments, orders or awards obtained in or determined pursuant to the laws of the United States of America or the Dominion of Canada, or their territories or protectorates; or
- c) where the proper law of the United States of America or the Dominion of Canada, or their territories or protectorates is applied to any of the issues in any **Claim** or **Covered Claim**, **Covered** by this **Policy**.

6.3 Assumed duty or obligation

arising from or in connection with:

- a) a liability under a contractual warranty, guarantee or undertaking (unless such liability would have existed regardless of the contractual warranty, guarantee or undertaking); or
- b) circumstances where a right of contribution or indemnity has been given up by an **Insured**, but only to the extent of the prejudice suffered by **Us** in those circumstances; or
- c) circumstances where someone has done work or provided services under an arrangement or agreement with an **Insured** which limits any potential right for an **Insured** to receive contribution or indemnity from that person, but only to the extent **We** are prejudiced in those circumstances; or

- d) any **Civil Liability** which an **Insured** agrees to accept in connection with the provision of the **Health Care Services** which is more onerous than that which the **Insured** would otherwise have at common law; but only to the extent of the prejudice **We** suffer because of that agreement; or
- e) any business not conducted for or on behalf of the **Policyholder** firm or incorporated body.

6.4 Related parties

against an **Insured** brought by or on behalf of:

- a) any other **Insured**; or
- b) any company in respect of which any **Insured** holds (beneficially or otherwise) more than 10% of the voting shares or rights and/or an executive role; or
- c) any trust in respect of which any **Insured** is a trustee and/or beneficiary and/or has a direct or indirect financial interest; or
- d) any other person, firm or incorporated body having control of over 10% or more of the voting shares or rights or an executive role in the operation of the **Policyholder**.

6.5 Refund of Professional fees and trading debts

- a) for (or calculated by reference to) the refund of or waiver of any obligation to pay professional fees or charges (by way of damages, offset or otherwise); or
- b) for the costs and expenses incurred by or on behalf of an **Insured** in complying with any contractual obligations or making good any faulty product; or
- c) arising directly or indirectly from the provision of cost guarantees, estimates of probable costs, estimates of probable financial savings or contract price or cost estimates being exceeded; or
- d) arising from a liability to pay trading debts or the repayment of any loan.

6.6 Profit

for any component of profit derived or derivable by an **Insured**.

6.7 Insolvency

directly or indirectly arising out of an **Insured's** insolvency, bankruptcy or liquidation.

6.8 Goods and workmanship

directly or indirectly arising from:

- a) the manufacture, installation, assembly, processing, sale, supply or distribution of goods or products by or on behalf of an **Insured**;
- b) workmanship in manufacture, fabrication, construction, erection, installation, assembly, alteration, servicing, remediation, repair, demolition or disassembly (including any materials, parts or equipment furnished in connection therewith) by or on behalf of an **Insured**, or from supervision of such workmanship by an **Insured**.

Notwithstanding the above, this Exclusion shall not apply to such **Claims** or **Covered Claims** directly arising from a breach of a professional duty of care during the actual provision of **Health Care Services**.

6.9 Employers' liability, directors' and officers' liability, occupiers' liability, motor, marine

- a) directly or indirectly based upon, attributable to or in consequence of the **Policyholder's** liability as an employer; or
- b) arising from bodily injury (including mental anguish or emotional distress), sickness, disease or death of any employee, apprentice, contractor, volunteer or any worker who is under the direction, control and/or supervision of the **Insured** or for whose workplace safety the **Insured** is responsible;
- c) arising out of or in respect of actual or alleged unlawful discrimination (or other unlawful act, error or omission) by any **Insured** against any **Employee** or employment applicant; or
- d) if an **Insured** is either an incorporated body or a director or officer of an incorporated body, arising from any act, error or omission of a director or officer of that incorporated body while acting in that capacity; or
- e) arising from ownership or occupation (or alleged occupation) of land or buildings by an **Insured**; or
- f) arising from or in respect of the ownership, control over, operation or use of any aircraft, marine craft or motor vehicles of any kind.

6.10 Punitive and exemplary damages

for punitive, aggravated or exemplary damages or for fines or penalties. In addition, this **Policy** does not provide **Cover** for any investigation or defence costs associated with such **Claims** or **Covered Claims**.

6.11 Intentional damage

subject to Section 3.2e) arising from:

- a) acts, errors, omissions by an **Insured**, with the intention of causing a third party loss, damage or injury, or with reckless disregard for the consequences; or
- b) any wilful breach of any statute, contract or duty by a **Policyholder**.

6.12 Deregistration

in so far as an **Insured** is required by law to maintain a statutory registration in order to be entitled to practice or provide the **Health Care Services, Claims** or **Covered Claims** arising from acts, errors or omissions by or on behalf of the **Insured** which occurred at a time when such registration was not held, was cancelled or suspended or was otherwise not current and valid.

6.13 Asbestos

which would not have arisen but for the existence of asbestos.

Notwithstanding the above, this Exclusion shall not apply to such **Claims** or **Covered Claims** arising from the provision of **Health Care Services** for the treatment of asbestos related diseases or illnesses.

6.14 Radioactivity and nuclear hazards

arising from:

- a) ionising radiations or contamination by radioactivity from any nuclear material; or
- b) the hazardous properties of any nuclear explosive, assembly or component.

Notwithstanding the above, this Exclusion shall not apply to **Claims** or **Covered Claims** arising from the use of radio-isotopes, radium or radium compounds when used in or incidental to medical procedures arising from the provision of **Health Care Services** by or on behalf of the **Insured** and away from the place where such substances are made.

6.15 War and uprisings

arising directly or indirectly from:

- a) war, invasion, acts of foreign enemies, civil or military uprisings, hostilities (even if war is not declared), or government power being taken unlawfully; or
- b) property being taken, damaged or destroyed by a government or public or local authority.

Notwithstanding the above, this Exclusion shall not apply to such **Claims** or **Covered Claims** arising from the provision of **Health Care Services** by or on behalf of the **Insured** for any bodily injury (including mental anguish or emotional distress), sickness or disease caused by any of the acts specified in paragraph a) above.

6.16 Terrorism

directly or indirectly caused by, contributed to by, resulting from or arising out of or in connection with:

- a) any act of **Terrorism** regardless of any other cause or event contributing concurrently or in any other sequence to the loss, damage, illness, injury, death, cost or expense; or
- b) any action in controlling, preventing, suppressing, retaliating against, or responding to any act of **Terrorism**.

Notwithstanding the above this Exclusion shall not apply to such **Claims** or **Covered Claims** arising from the provision of **Health Care Services** for any bodily injury (including mental anguish or emotional distress), sickness or disease caused by **Terrorism**.

6.17 Pollution

arising directly or indirectly from the **Insured** or anyone on behalf of or at the direction of the **Insured** discharging, dispersing, releasing or permitting **Pollutants** to escape into or upon land, the atmosphere, or any water course or body of water (**Pollution**); however this exclusion will not apply if the **Pollution** results from an error or omission in design and/or advice and/or specification in the provision of the **Health Care Services**.

6.18 Botox

arising directly or indirectly from or in respect of:

- a) any botox therapy performed without a **Medical Practitioner** supervising the procedure at that location;
- b) any botox therapy performed by anyone who is not a registered nurse;
- c) the provision of treatment by anyone who is not certified to provide such treatment.

6.19 Midwifery

arising directly or indirectly from the provision of **Midwifery Services**.

6.20 Medical Practitioners

Against **Medical Practitioners** regardless of whether such **Medical Practitioners** are employed by the **Insured**, acting as a contractor of the **Insured** entity or in any other capacity.

6.21 Euthanasia

Arising directly out of any procedure or advice rendered concerning euthanasia.

6.22 Services rendered under the influence of intoxicants or narcotics

Arising from any services rendered by any person, while under the influence of intoxicants or narcotics or from any alleged failure to render services competently or at all because of such influence.

For the purpose of this Exclusion, the term intoxicants shall not include a headache tablet, aspirin, or other medication prescribed for the person by a **Medical Practitioner** for a medical condition, provided that such medication does not, as a usual side effect, induce fatigue or reduce competency or otherwise affect the **Insured** or such person in the provision of the **Health Care Services Covered** by this **Policy**.

6.23 Sanctions

and, **We** will not be liable to provide any cover, pay any claim or provide any benefit under this **Policy** (including any refund of premium), to the extent that such cover, claim, benefit or refund may contravene or expose **Us** to any sanction, prohibition or restriction under United Nations resolutions or any trade or economic sanctions, laws or regulations of any country.

Section 7

Investigation, Defence And Settlement Of Claims

The **Insured** has certain responsibilities that are set out in this section and in the **Policy**. These responsibilities also apply to any person that is **Covered** by the **Policy**.

If the **Insured** does not meet these responsibilities, **We** may refuse to pay a **Claim** or **Covered Claim** or reduce **Cover** under the **Policy**. **We** may also decide to cancel the **Policy** if permitted in accordance with the provisions of the Insurance Contracts Act 1984 (Cth).

The course of action **We** take when the **Insured** fails to do any of these things will be considered in each circumstance based on what impact or effect the **Insured's** failure to do so caused or contributed to the **Claim** or **Covered Claim** or changes **Our** liability under the **Policy**.

7.1 We must be told about claims

The **Policyholder** must tell **Us** in writing about a **Claim** as soon as reasonably possible during the **Period of Insurance**. If this is not done an **Insured's** right to **Cover** under this **Policy** may be affected, to the extent that the **Insured's** failure to notify **Us** caused or contributed to the **Claim** or loss.

7.2 Claims co-operation

Each **Insured** must:

- a) diligently do, and allow to be done, everything reasonably practicable to avoid or lessen an **Insured's** liability in relation to a **Claim** (or **Covered Claim**) **Covered** by this **Policy**;
- b) as soon as reasonably possible give **Us** all the help and information that **We** reasonably require to:
 - i. investigate and defend a **Claim** or **Covered Claim**; and
 - ii. determine **Our** liability under this **Policy**.

We will only request information relevant to handling the **Claim** and will explain why the information, documents and help is required.

7.3 We can protect our position

When **We** receive a notification of a **Claim** or **Covered Claim**, then **We** can take whatever action **We** consider appropriate to protect **Our** position.

This does not, however:

- a) indicate that any **Insured** is entitled to be **Covered** under this **Policy**; or
- b) prejudice **Our** rights under the **Policy** or at law.

7.4 Disclosure of information to us in respect of cover

The solicitors instructed by **Us** to act on behalf of the **Insured** for any **Claim** (or **Covered Claim**) can disclose to **Us** any information they receive in that capacity, wherever they obtain it from. By claiming under this **Policy**, the **Insured** authorises such solicitors to disclose this information to **Us** and waives all claim to legal professional privilege which might otherwise prevent those solicitors from disclosing this information to **Us**.

7.5 We can manage the claim (or covered claim)

We can:

- a) take over and defend or settle any **Claim** (or **Covered Claim**) in the **Insured's** name; or
- b) where **We** have confirmed **Cover** and the **Policyholder** so requests, **We** have the duty, to conduct the defence of or settlement of any **Claim** in the **Insured's** name; and
- c) claim in the **Insured's** name, any right any **Insured** may have for contribution or indemnity.

We will act reasonably in exercising this right. **We** will keep the **Insured** reasonably informed and updated with the progress of any such matter.

7.6 An Insured must not admit liability for or settle any claim (or covered claim)

An **Insured** must not:

- a) admit liability for, or settle any **Claim** (or **Covered Claim**); or
- b) incur any costs or expenses for a **Claim** (or **Covered Claim**).

without first obtaining **Our** consent in writing. If **Our** prior consent is not obtained, the **Insured's** right to **Cover** under this **Policy** may be affected to the extent that **We** are prejudiced by the **Insured's** admission, settlement or incurring of costs or expenses.

7.7 Policyholder's right to contest

If the **Policyholder** elects not to consent to a settlement that **We** recommend and wants to contest or continue the dispute or legal proceedings, then **We** only provide **Cover** (subject to the **Policy Limit**) for:

- a) the amount **We** could have settled the matter for; less
- b) the relevant **Excess**; plus
- c) the **Claim Investigation Costs** calculated to the date the **Policyholder** elected not to consent to the settlement.

7.8 Senior counsel

- a) Unless a Senior Counsel, that **We** and the **Policyholder** both agree to instruct, advises that the **Claim** or **Covered Claim** should be contested, then neither **We** nor the **Policyholder** can require the other to contest any legal proceedings about a **Claim** if the other does not agree to do so.
- b) in formulating his or her advice, Senior Counsel must be instructed to consider:
 - i. the economics of the matter, having regard to but not limited to, the:
 - 1. the damages and costs likely to be recovered; and
 - 2. the likely costs of defence; and

- ii. the **Insured's** prospects of successfully defending the **Claim** or **Covered Claim**.

- c) the cost of Senior Counsel's opinion will form part of the **Claim Investigation Costs**.

- d) if Senior Counsel advises that the matter should or is appropriate to be settled and if the terms of settlement which **We** recommend are within limits which are reasonable (in Senior Counsel's opinion and in the light of the matters he/she is required to consider), then the **Insured**:

- i. cannot (subject to Section 7.7) object to the settlement; and
- ii. will be required to pay the relevant **Excess** as soon as reasonably possible.

7.9 Payments to settle potential claims

Any money **We** pay to settle anything which might give rise to a **Claim** (or **Covered Claim**), is taken to be:

- a) a payment to settle a **Claim** (or **Covered Claim**); and
- b) a payment for the purpose of calculating the total of all **Claims** (or **Covered Claims**) under this **Policy**.

7.10 Recovering money from employees

We must not recover any amount paid out in respect of a **Claim** or **Covered Claim** under this **Policy** from any **Employee** unless the **Claim** (or **Covered Claim**) arose from dishonest, fraudulent, criminal or malicious acts or omissions of the **Employee**.

7.11 Offsetting of costs and expenses

If **We** incur costs or expenses above **Our** liability under the **Policy** for **Claim Investigation Costs**, then the **Policyholder** will be required to pay whatever amount is above that liability as reasonably soon as possible after **We** ask for it.

We can offset that payment due from the **Policyholder** against (and deduct that amount from) any amount **We** must pay to or on behalf of the **Policyholder** under this **Policy**.

7.12 The excess

- a) **We** only provide **Cover** (up to the **Policy Limit**) for that part of the **Covered Claim** above the **Excess**.
- b) There are different **Excesses** that may be applicable, depending on the type of **Covered Claim** involved which the **Insured** must pay. The amount of the **Excess** for:
 - i. Australia and New Zealand jurisdictions specified in the **Schedule** if the **Covered Claim** arises under the jurisdiction of an Australian or New Zealand court. The **Insured** will also be required to pay this **Excess** for the **Claim Investigation Costs** of this **Covered Claim** if the **Schedule** states 'Costs inclusive'. There is no **Excess** for **Claim Investigation Costs** when **We** **Cover** an **Insured** for this **Covered Claim** if the **Schedule** states 'Costs exclusive'.
 - ii. 'Other Jurisdictions' specified in the **Schedule** if the **Covered Claim** arises under the jurisdiction of a court other than of Australia or New Zealand. The **Insured** will also be required to pay this **Excess** for **Claim Investigation Costs** for the **Covered Claim**.

- iii. 'Enquiries' specified in the **Schedule** for legal costs and expenses associated with an **Enquiry** which **We Cover** under Section 3.5 of this **Policy**.
 - iv. 'Employment Practices Liability' specified in the **Schedule** for an Employment Practices Liability **Claim** which **We Cover** under Section 3.13 of this **Policy**. The **Insured** will also be required to pay this **Excess** for **Claim Investigation Costs** for this **Covered Claim** under Section 3.13 of this **Policy**.
- c) The **Insured** will only be required to pay one **Excess** for all **Covered Claims** or losses **Covered** by this **Policy** arising from the one act, error or omission.
 - d) In the event of a **Claim** or **Covered Claim** arising from separate acts, errors or omissions, then only one **Excess** shall apply in respect of such **Claim** or **Covered Claim**.
 - e) Where the **Excess** is indicated in the **Policy** as 'Costs inclusive', the amount of the **Excess** is exclusive (i.e. net) of any GST payable in respect of **Claims Investigation Costs** or similar investigation or defence costs.

7.13 Loss prevention

The **Insured** shall, as a condition to **Cover** under this **Policy**, take all reasonable steps to prevent any act, error, omission or circumstance which may cause or contribute to any **Claim** or **Covered Claim** which may be **Covered** under this **Policy**.

7.14 Other Insurance which may cover the risk

This **Policy** shall apply in excess of and shall not contribute to any policy arranged by any other party which has been endorsed to name the **Insured** as a beneficiary of cover under that policy and where the **Insured** is a non-contracting party to that policy.

The **Policyholder** must advise **Us** as soon as reasonably possible in writing of any insurance already affected or which may subsequently be affected covering, in total or in part and whether absolutely or contingently, the risk, or any part of it, **Covered** by this **Policy**.

7.15 Material change in the risk

The **Policyholder** must as soon as reasonably possible advise **Us** in writing if any of the following occurs during the **Period of Insurance**:

- a) undertaking activities that are materially different from the **Health Care Services**;
- b) any cancellation or suspension, or loss of or condition imposed, upon any licence, registration or other authority required by the **Insured** to conduct the **Health Care Services**; or
- c) the **Insured** being insolvent, bankrupt or in liquidation; or
- d) a **Run-Off Event**.

Section 8 Special Provisions For Dishonesty And Fraud Or Fidelity

8.1 When the **Claim** under Section 3.2e), involves theft or misappropriation of money, then **We** only provide **Cover** if:

- a) the **Policyholder** kept a separate trust account for that money, and the account was audited at least annually by a qualified independent accountant; and
- b) all cheques and/or payments prepared on that trust account are required to be signed by a **Principal** or two authorised people;
- c) all electronic fund transfers are required to be authorised by two authorised people.

8.2 The **Policyholder** must take all reasonable precautions to prevent any loss and continue to perform all the supervision, controls, checks and audits reasonably practicable to avoid or lessen a **Claim Covered** by Section 3.2e) or a **Fidelity Loss Covered** under Section 3.15.

8.3 **We** deduct from any money **We** pay for a **Claim** or loss under Section 3.2e) or **Fidelity Loss** under Section 3.15:

- a) the amount of any money which the **Policyholder** would have paid to the fraudulent, dishonest, criminal or malicious person otherwise the subject of **Cover** under this **Policy**, if they had not been fraudulent, dishonest, criminal or malicious; and
- b) the amount of any money of, or to which the person referred to in paragraph a) above is entitled, which the **Policyholder** holds (if **We** can do so by law).

8.4 Notwithstanding Section 3.2e), and Section 3.15 there is no **Cover** under this **Policy** to any **Insured** for any **Claim** or loss directly or indirectly based upon, or attributable to, or in consequence of any dishonest, fraudulent, criminal or malicious acts or omissions of which:

- a) the **Policyholder** had knowledge, or had reason to suspect, at or prior to the time of such acts or omissions; and
- b) failed to take any reasonable action to prevent.

Section 9

Additional Special Provisions For Fidelity Cover

In relation to Section 3.15 only:

9.1 We do not **Cover** any:

- a) **Fidelity Loss** sustained outside of Australia or New Zealand or any loss arising directly or indirectly from any loss sustained outside of Australia or New Zealand.
- b) **Fidelity Loss** the existence of which has only been established by profit and loss figures or by inventory calculations (including stock takes).
- c) costs incurred by the **Policyholder** in re-writing, amending or re-installing the **Policyholder's** computer programs or systems.
- d) consequential loss, meaning **We** will not pay for any direct or indirect financial or economic loss, arising from any dishonest or fraudulent acts or omissions of any **Employee** except if specifically **Covered** by this **Policy**. Examples of consequential loss include loss of reputation, loss of use or enjoyment, loss of profits or depreciation.
- e) **Fidelity Loss** caused by or contributed to by an **Employee** who was not employed by the **Policyholder** when the act or omission which caused or contributed to the loss occurred.
- f) **Fidelity Loss** caused by or contributed to by **Principals** or **Former Principals**.
- g) loss arising from default under a loan or any type of credit offered to or by the **Policyholder**.
- h) **Fidelity Loss** arising directly or indirectly from any dishonest or fraudulent acts or omissions which the **Policyholder** knew, or ought reasonably to have known of, or suspected or ought reasonably to have suspected at or prior to the time of such acts or omissions and failed to take any reasonable action to prevent.
- i) **Fidelity Loss** incurred by or on behalf of the **Policyholder** in respect of which the **Policyholder** committed or condoned any such dishonest, fraudulent, criminal or malicious acts or omissions.
- j) **Fidelity Loss** first discovered prior to the commencement of the **Period of Insurance** or first discovered after the expiration of the **Period of Insurance**.
- k) **Fidelity Loss** arising directly or indirectly from any dishonest, fraudulent, malicious or illegal act or omission by any shareholder who at the time of committing such acts had direct or indirect ownership of or control over 5% or more of the voting share capital of the **Policyholder**.

- l) **Fidelity Loss** arising directly or indirectly from the voluntary giving or surrendering of money, negotiable instruments, bearer bonds or coupons, stamps bank or currency notes unless such loss is sustained by reason of any dishonest or fraudulent act or omission of any **Employee**.
- m) loss arising directly or indirectly from the dissemination of or accessing any confidential information including but not limited to patents, trademarks, copyrights, trade secrets, computer programs, or customer information.
- n) loss arising directly or indirectly from any kidnap, ransom or extortion.

9.2 For the purposes of this **Policy**, '**Fidelity Loss**':

- a) means direct financial loss suffered by the **Policyholder** caused by the loss of money, negotiable instruments, bearer bonds or coupons, stamps, bank or currency notes or other property owned by the **Policyholder**;
- b) does not include wages, salaries, or other remuneration benefits or entitlements of an **Insured** or any consequential loss (meaning **We** will not pay for any direct or indirect financial or economic loss, for example loss of reputation, loss of use or enjoyment, loss of profits or depreciation), except if specifically **Covered** by this **Policy**.

Section 10

Other Matters

10.1 The Proposal: Non-imputation

- a) The **Proposal We** were given by or on behalf of the **Insured** before this **Policy** commenced, is taken to be a separate **Proposal** for each natural person or entity **Covered** under this **Policy**.
- b) If there is any fact or misstatement in the **Proposal** that relates to one natural person who is an **Insured**, **We** do not attribute it to any other natural person who is an **Insured**, for the purposes of this **Policy**.

10.2 Authority to accept notices and to give instructions

The persons listed as the **Policyholder** in the **Schedule** are appointed individually and jointly as agent of each **Insured** in all matters relating to this **Policy**, and to **Claims** or **Covered Claims**, **Covered** by the **Policy**.

In particular (but without limitation) the **Policyholders** are agents for the following purposes:

- a) to give and receive notice of **Policy** cancellation, to pay premiums and to receive any return premiums that may become due under this **Policy**; and
- b) to accept endorsements or other notices provided for in this **Policy**; and
- c) to give instructions to solicitors or counsel that **We** appoint or agree to, and to receive advice from them and to act on that advice; and
- d) to consent to any settlement **We** recommend; and
- e) to do anything **We** or **Our** legal advisers think might help with the procedures set out in this **Policy** for settling and defending **Claims** or **Covered Claims**; and
- f) to give **Us** information relevant to this **Policy**, which **We** can rely on when **We** decide whether to accept the risk, and set the **Policy** terms or the premium.

10.3 Allocation

- a) To the extent that a **Claim** comprises **Covered Matters** and **Uncovered Matters**, **We** and the **Policyholder** will use best endeavours to agree a fair allocation between **Covered Matters** and **Uncovered Matters** having regard to the relative legal and financial exposure attributable to the **Covered Matters** and **Uncovered Matters**.
- b) This allocation will apply to **Claim Investigation Costs**.
- c) Any dispute between **Us** and the **Policyholder** on the allocation will be resolved by a Senior Counsel that **We** and the **Policyholder** both agree to instruct or in the absence of agreement, as appointed by the President of the Bar Association in the state or territory of the first address of the **Policyholder** shown on the **Policy Schedule** or if no address is shown there, as shown on the **Proposal**.
- d) Any allocation determined by Senior Counsel will apply retrospectively to the **Claim Investigation Costs** paid by **Us** or the **Policyholder** notwithstanding any prior payment on a different basis.

- e) The cost of Senior Counsel's opinion will form part of the **Claim Investigation Costs**.
- f) Any allocation between **Covered Matters** and **Uncovered Matters** as determined or ascertainable from a settlement or judgment in relation to the **Claim** will apply retrospectively to **Claim Investigation Costs** paid by either party notwithstanding any prior payment on a different basis, unless otherwise agreed.

10.4 Payment in Australian dollars in Australia

All premiums and **Claims** must be paid in Australian dollars in Australia.

10.5 Law of the policy

This **Policy** is governed by the law of the Territory or State where the **Policy** was issued, which is stated in the **Schedule**. The courts of that place have jurisdiction in any dispute about or under this **Policy**.

10.6 Territory covered by this policy

Cover under this **Policy** is not restricted by where anything giving rise to the **Claim** occurred. However, **Our Cover** is restricted to **Claims** brought under the legal jurisdiction of the courts of Australia and New Zealand (or any country specified in the **Schedule**, under the heading 'Jurisdictional Limits').

10.7 Schedule must be included

This **Policy** is only legally enforceable if it includes a **Schedule** signed by one of **Our** officers.

Section 11

Cancelling The Policy

11.1 The policyholder can cancel the policy

The **Policyholder** is entitled to cancel this **Policy** from the date **We** receive a written request to cancel the **Policy**, provided that any such cancellation is subject to the following terms: **We** will be entitled to retain premium for pro-rata 'time on risk' plus applicable statutory charges.

11.2 We can cancel the policy

- a) **We** may cancel this **Policy** at any time in accordance with the relevant provisions of Section 60 of the Insurance Contracts Act 1984 (Cth), by giving notice in writing to the **Policyholder** of the date from which cancellation is to take effect.
- b) **We** may deliver this notice to the **Policyholder** personally, or post it by certified mail (to the **Policyholder's** broker or to the address the **Policyholder** last gave **Us**). Proof that **We** mailed the notice is sufficient proof that the **Policyholder** received the notice.

11.3 Refund of premium

After cancellation pursuant to Section 11.2, **We** will refund the premium for the time remaining on the **Policy**, less any non-refundable duties.

Section 12

Words With Special Meanings

12.1 Words in bold type and capital letters

Whenever the following words are used in this **Policy** in bold type and with a capital letter, they have the special meanings set out below. These words may appear without bold type in endorsements in the **Schedule**.

12.2 Civil Liability

The compensatory damages, costs and expenses in respect of a **Claim** which:

- a) include the legal costs of the person making the **Claim**, for which an **Insured** becomes liable; but
- b) do not include any criminal liabilities or penalties.

12.3 Claim

The receipt by an **Insured** of:

- a) any originating process (in a legal proceeding or arbitration), cross claim or counter claim or third party or similar notice claiming compensation against an **Insured**; or
- b) any written or verbal demand from a third party claiming compensation against an **Insured**.

12.4 Claim Investigation Costs

The legal costs and expenses (including any expert costs where the choice of expert has been approved by **Us**) of investigating, defending or settling any:

- a) **Claim** or **Covered Claim**; or
- b) originating process (in a legal proceeding or arbitration), cross claim or counter claim or third party or similar notice or written or verbal demand from a third party claiming declaratory and/or other equitable relief against an **Insured** arising from the provision of the **Health Care Services**.

12.5 Cover

Indemnity provided under this **Policy**, which does not include any component of profit.

12.6 Covered Claim

The:

- a) **Claims**, liabilities, losses, costs, matters otherwise the subject of **Cover** under the **Policy**; or
- b) circumstances which may give rise to any of the matters set out in 12.6 a)

which **We** may agree to **Cover** under this **Policy**.

12.7 Covered Matters

That part of a **Claim**, liabilities, losses and/or costs made against or sought from the **Insured** for which **We** provide **Cover**.

12.8 Documents

Documents of any nature including the electronically stored data, software or computer programs for or in respect of any computer system; but not including bearer bonds, coupons, bank notes, currency notes or negotiable instruments.

12.9 Employee

A natural person who is not a **Principal**, but who is or was, at the time the relevant act, error or omission giving rise to the **Claim** occurred, a person who:

- a) had entered into a contract of service with the **Policyholder** firm or incorporated body and is or was remunerated by the **Policyholder** for that service; or
- b) is neither a party to a contract of service with the **Policyholder**, nor an independent contractor, but a party to a contract for service with the **Policyholder** for the provision of services to or on behalf of the **Policyholder** for reward; or
- c) a volunteer worker or student

and in respect of a), b) and c) above is under the **Policyholder's** direction, control and supervision in the provision of **Health Care Services**.

12.10 Enquiry

Any legal or quasi legal enquiry including coronial enquiries (into a matter arising directly out of the provision of **Health Care Services** and such matter is the subject of and is not excluded from **Cover** under this **Policy**) by a body conducting the enquiry (including a regulatory, licensing or statutory body) which has jurisdiction over the **Insured** (either by reason of a statutory power or by reason of the **Insured's** membership of a professional association which has the power to discipline its members).

12.11 Excess

The part the **Insured** will be required to pay of each **Covered Claim**. It is described in more detail in Section 7.12.

12.12 Former Principal

A person who has been, but is no longer:

- a) **Principal** of a **Policyholder**; or
- b) the **Principal** of any corporate entities through which the **Policyholder** previously traded, in the course of the provision of the **Health Care Services**.

12.13 Good Samaritan Acts

First aid voluntarily administered at the scene of any emergency, accident or disaster to persons, other than members of the **Insured's** family who reside with him/her.

12.14 Health Care Services

Shall mean any care, treatment, advice, service or goods in respect of the physical or mental health of any person, provided by or on behalf of the **Insured** in the course of the conduct of the **Insured Business**.

12.15 Insured

Each of the following, individually and jointly:

- a) the **Policyholder**;
- b) each person, firm or incorporated body identified in Sections 4.3 and 4.4 of the **Policy**.

12.16 Insured Business

Shall mean the 'Insured Business' specified in the Schedule.

12.17 Intellectual Property

Copyright, design, patent, trade mark or moral right, including false attribution of authorship (under the Copyright Act 1968 (Cth)).

12.18 Joint Venture

An undertaking (regardless of what it is called) which the **Policyholder** carries on together with someone else who is not otherwise **Covered** under this **Policy**.

12.19 Known Circumstance

Any fact, situation or circumstance which:

- a) an **Insured** was aware of at any time before the **Period of Insurance** or before this **Policy** was amended/endorsed; or
- b) a reasonable person in the **Insured's** professional position would have thought, at any time before the **Period of Insurance** or before this **Policy** was amended/endorsed,

might result in someone making an allegation against an **Insured** in respect of a liability, loss or costs, that might be **Covered** by this **Policy** or the amendment/endorsement to this **Policy**.

12.20 Lost or Loss

Documents destroyed, damaged, lost, distorted, erased or mislaid as a result of one event solely in the provision of **Health Care Services**.

However, **Loss** of **Documents** does not include loss of or damage (including rearrangement) to such electronically stored data, software or computer programs arising from any computer virus or malware or from any design or programming defect in any computer program or computer operating system.

12.21 Medical Practitioners

Refers to doctors (including locum doctors) who are medically qualified, including, but not limited to, anaesthesiologists, radiologists, pathologists, surgeons, cardiologists, and general practitioners.

12.22 Medicare Benefits Fraud

Means any dishonest, fraudulent, criminal or malicious acts or omissions which are intended to or have the effect of improperly obtaining money or other benefit from, or evading a liability to, and which involves or concerns, the Australian Government, Medicare, the Pharmaceutical Benefits Scheme and/or any government programs administered by Medicare Australia.

12.23 Midwifery Services

The provision of services in any way associated with pregnancy or childbirth during or after:

- a) labour;
- b) contractions; or
- c) the physical symptoms of labour and for the 48 hour period immediately preceding actual childbirth

Midwifery Services does not include post-natal nursing services, for which 'midwife' qualifications are not required or services provided more than 6 hours after delivery.

12.24 Period of Insurance

The 'Period of Insurance' stated in the **Schedule**.

12.25 Policy

The insurance **Policy** made up of:

- a) this **Policy** document;
- b) the **Schedule**; and
- c) the endorsements, if any, contained in the **Schedule**.

12.26 Policy Limit

The limit stated in the **Schedule** as the 'Total Sum Insured'. See also Section 5 of this **Policy**.

12.27 Policyholder

Each of the following, individually and jointly:

- a) each person, firm or incorporated body identified in the **Schedule** as 'The Policyholder' and each **Principal** or **Former Principal** of any such firm or incorporated body; and
- b) any entity which is engaged in the provision of **Health Care Services** and which is created and controlled, during the **Period of Insurance**, by anyone identified in the **Schedule** as 'The Policyholder'; and
- c) anyone who becomes a **Principal** of the 'The Policyholder' identified in the **Schedule**, during the **Period of Insurance** (but only in respect of work undertaken for or on behalf of 'The Policyholder' identified in the **Schedule**).

12.28 Pollutants

Any solid, liquid, gases or thermal irritant or contaminant, including but not limited to smoke, vapour, soot, fumes, acids, alkali, chemicals and waste. Waste includes material to be recycled, reconditioned or reclaimed.

12.29 Principal

A sole practitioner, a partner of a firm, or a director of a company, which practitioner, firm or company is **Covered** by this **Policy**.

12.30 Proposal

The written or electronic **Proposal** form (the date of which is stated in the **Schedule**) together with any supplementary material completed by or on behalf of the **Insured**, that was given to **Us**, and relied on by **Us** to effect this **Policy**.

12.31 Publicity Campaign

A publicity and/or public relations campaign or campaigns designed and implemented by a public relations consultant.

12.32 Run-off Event

A **Policyholder** ceasing to exist or operate, or is consolidated with, merged into or acquired by another entity.

12.33 Schedule

The schedule attached to this **Policy** or any schedule subsequently substituted during the **Period of Insurance** and duly signed by one of **Our** officers.

12.34 Specific Cover

The **Cover** outlined in Section 3 of this **Policy**.

12.35 Specific Cover Limits

The limit of **Our** insurance **Cover** for each of the matters listed in the **Schedule** under 'Specific Cover Limits' or in Section 3 of this **Policy**.

12.36 Subsidiary

- a) any company or other incorporated entity which at the commencement of the **Period of Insurance** by virtue of Australian law was, or is, either directly or indirectly a subsidiary of any incorporated body identified in the **Schedule** as 'The Policyholder'.
- b) Subsidiary does not include:
 - i. an entity incorporated or domiciled in the United States of America or its territories or protectorates;
 - ii. an entity that has its securities listed on any securities exchange;
 - iii. an entity whose total gross professional fees and/or total revenue exceeds, as at its last balance date or date of its creation (whichever is sooner), 20% of the total gross professional fees and/or total revenue of any incorporated body identified in the **Schedule** as 'The Policyholder'.

unless such entity is included by way of endorsement to this **Policy**.

12.37 Terrorism

Any act, or preparation in respect of action, or threat of action designed to influence the government de jure or de facto of any nation or any political division thereof, or in pursuit of political, religious, ideological, or similar purposes to intimidate the public or a section of the public of any nation by any person or group(s) of persons whether acting alone or on behalf of or in connection with any organisation(s) or government(s) de jure or de facto, and which:

- a) involves violence against one or more persons; or
- b) involves damage to property; or
- c) endangers life other than that of the person committing the action; or
- d) creates a risk to health or safety of the public or a section of the public; or
- e) is designed to interfere with or to disrupt an electronic system.

12.38 Uncovered Matters

That part of a **Claim**, liabilities, losses and/or costs made against or sought from the **Insured** for which **We** do not provide **Cover**.

12.39 We or Us or Our

Insurance Australia Limited ABN 11 000 016 722 AFSL 227681 trading as CGU Insurance.

Broadform (Public And Products) Liability Insurance – Policy 2

Section 1 How To Read This Insurance Policy

1.1 Words with special meanings

Some of the words in this **Policy** have special meanings. These meanings can be found in Section 8 of the **Policy** ("Words with special meanings"). If a word has a special meaning, it appears in this **Policy** in bold type and with a capital letter. These words may appear without bold type in endorsements in the **Schedule**.

1.2 Policy interpretation

Except where the context otherwise requires it:

- a) the singular includes the plural and the plural includes the singular.
- b) if a word or phrase is defined, its other grammatical forms have a corresponding meaning.
- c) words importing a gender include every other gender.

1.3 References to legislation

References to legislation in this **Policy** includes any amendment, replacement, re-enactment, successor, equivalent or similar legislation.

Section 2 The Insurance Contract

2.1 We agree to provide the cover described in this **Policy** upon full payment of the gross premium as stated in the **Policy Schedule**.

2.2 Before this **Policy** came into effect, **We** were provided with information by or on behalf of the **Insured** in the **Proposal**, and perhaps in other ways. **We** have relied on this information to decide whether to enter into this contract and on what terms.

2.3 If any of that information is wrong or false, it may affect entitlement to cover under this **Policy**.

2.4 This **Policy** is in force for the **Period of Insurance**.

2.5 If full payment of the gross premium as stated in the **Schedule** is not made, there is no cover.

2.6 Responsibilities and notification of change of material risk

- a) The **Policyholder** must as soon as reasonably possible provide **Us** with written notice of:
 - i. every change which materially varies any of the facts or circumstances existing at the commencement of this **Policy** that comes to the **Policyholder's** knowledge, which will also be deemed to include the knowledge of any person whose knowledge would in law be the **Policyholder's** knowledge; and
 - ii. if the **Policyholder** does not provide such notification before the happening of an **Occurrence** giving rise to a claim under this **Policy** then, subject to the Insurance Contracts Act 1984 (Cth), **We** may refuse to pay a claim, either in whole or in part.
- b) When **We** receive notification of a change, **We** may decide to either:
 - i. continue cover with no change to the premium payable;
 - ii. reduce the premium payable and return any refund to the **Policyholder**;
 - iii. charge the **Policyholder** an additional premium (the **Policyholder** can cancel the **Policy** if the additional premium is not acceptable); or
 - iv. cancel the **Policy** if permitted in accordance with the provisions of the Insurance Contracts Act 1984 (Cth).
- c) It is important for the **Policyholder** to know that **We** may make changes to this **Policy** as a result of a change in information. When there is a change, **We** will inform the **Policyholder**.
- d) If the **Policyholder** does not notify **Us** of a material change, **We** may refuse to pay a claim or reduce cover under the **Policy**. **We** may also decide to cancel the **Policy** if permitted in accordance with the provisions of the Insurance Contracts Act 1984 (Cth).
- e) The course of action **We** take when the **Policyholder** fails to notify **Us** of a material change will be considered in each circumstance based on what impact or effect the **Policyholder's** failure to do so caused or contributed to a claim or an **Occurrence**

Section 3

The Cover We Provide

3.1 The cover We provide

Having paid the gross premium stated in the **Schedule** and subject to the terms conditions and exclusions contained in or endorsed on this **Policy**, **We** will pay to or on behalf of the **Insured** all sums provided by the **Policy** which the **Insured** shall become legally liable to pay as compensation for **Personal Injury, Property Damage** or **Advertising Liability** occurring within the Geographical Limits as stated within Section 5.1 of the **Policy** during the **Period of Insurance** caused by an **Occurrence** happening in connection with the **Business** of the **Insured**.

3.2 Limit of Liability

Our liability in respect of any one **Occurrence** shall not exceed the **Policy Limit** stated in the **Schedule** for **Public Liability, Products Liability** and **Advertising Liability**. All **Personal Injury, Property Damage** and **Advertising Liability** arising out of continuous or repeated exposure to substantially the same general conditions will be construed as arising out of one **Occurrence**.

Our total aggregate limit during any one **Period of Insurance** for all claims arising out of **Products Liability** and **Advertising Liability** shall not exceed the **Policy Limit**.

Provided that the **Policy Limit** in respect of **Occurrences** in the United States of America or Canada or their protectorates or territories will be inclusive of Section 4 Supplementary Payments and will apply in the aggregate to all claims in any one **Period of Insurance**.

Section 4

Supplementary Payments

- 4.1** With respect to the indemnity provided by this policy **We** will:
- a) Defend, in the **Insured's** name and on the **Insured's** behalf, any claim or suit against the **Insured** alleging such **Personal Injury, Property Damage** or **Advertising Liability** and seeking damages on account thereof even if any of the allegations of such claim or suit is groundless, false or fraudulent and may investigate, negotiate and settle any claim or suit as is deemed expedient;
 - b) Pay all charges, expenses and legal costs recoverable from or awarded against the **Insured** in any such claim or suit and all interest accruing on **Our** portion of any judgment until **We** have paid, tendered or deposited in court that part of such judgment that does not exceed the **Policy Limit**;
 - c) Pay reasonable expenses, other than loss of earnings, incurred by the **Insured**, at **Our** request in assisting **Us** in the investigation or defence of any claim or legal action;
 - d) Pay expenses (other than any medical expenses, which **We** are prevented from paying by law) incurred by the **Insured** for first aid rendered to others at the time of an **Occurrence** for **Personal Injury**;
 - e) Pay the legal costs incurred by the **Insured** with **Our** consent for representing the **Insured** at any coronial inquest or inquiry or any court of summary jurisdiction;
 - f) Pay reasonable expenses incurred by the **Insured** for temporary repairs, shoring up or protection of property of others which has been damaged as a result of an **Occurrence** which may be the subject of indemnity under this **Policy**.
- 4.2** **We** will do this provided that:
- a) **We** will not be obliged to pay any claim or judgement or to defend any suit after the **Policy Limit** has been exhausted by payment of judgements or settlements;
 - b) If a payment exceeding the **Policy Limit** has to be made to dispose of a claim, **Our** liability to pay any costs, expenses and interest under Sections 4.1a) to e) above will be limited to that proportion of those costs, expenses and interest as the **Policy Limit** bears to the amount paid to dispose of the claim.

Section 5

Geographical Limits

- 5.1** This **Policy** applies in respect of **Occurrences** anywhere in the world but does not apply to or insure any liability or claims arising from or in respect of:
- a) the **Business** carried on by the **Insured** at or from any premises situated outside Australia or New Zealand, or
 - b) any contract entered into by the **Insured** under the terms of which work is to be performed outside Australia or New Zealand, or
 - c) any exports by the **Insured**, its agents or servants to the United States of America or Canada.

Section 6

What Is Not Covered

We shall not be liable to indemnify the **Insured** in respect of:

6.1 Employer's Liability

- a) Liability for **Personal Injury** to any person arising out of, or sustained in the course of, the employment of such person in the **Insured's** service, or through the breach of any duty owed to that person, where the **Insured**:
 - i. is indemnified or entitled to be indemnified (either in whole or in part) in respect for claims for damages under a policy of insurance (which expression includes arrangements made by the **Insured** to provide accident insurance for the **Insured's** workers under a licence to self insure) arranged (whether required by law or not) in accordance with any workers' compensation legislation or accident compensation legislation; or
 - ii. would have been indemnified or entitled to be indemnified had the **Insured** arranged a policy of insurance as required by such legislation.
- b) Liability for **Personal Injury** to any person arising out of, or sustained in the course of, the employment of such person in the **Insured's** service in Western Australia, other than a person of whom the **Insured** is deemed to be an employer by reason only of Section 175 of the Workers' Compensation and Rehabilitation Act 1981 (WA);
- c) Liability for mental anguish suffered by any person arising out of, or in the course of, that persons employment by or service to the **Insured**;
- d) Liability for **Personal Injury** arising out of the harassment, libel, slander, defamation or humiliation of, or discrimination against, any person while in the **Insured's** service or while employed by the **Insured**;

- e) Liability of a type in respect of which indemnity previously would have been provided under a policy of insurance arranged in accordance with any workers' compensation legislation or accident compensation legislation, but in respect of which indemnity has been withdrawn or reduced as a consequence of a change to the scope, terms, provisions, or requirements of such legislation made after the commencement of the current **Period of Insurance**; and
- f) Any other liability imposed by the provisions of any workers compensation legislation or accident compensation legislation or industrial award, agreement or determination.

This exclusion does not apply to the liability of others assumed by the **Insured** under a written contract where the contractual liability has been notified and specifically accepted by **Us**.

6.2 Motor vehicles

Liability to pay compensation for **Personal Injury** or **Property Damage** arising out of the ownership, possession, operation or use by the **Insured** of any **Vehicle**:

- a) Which is registered or which is required under any legislation to be registered; or
- b) In respect of which compulsory liability or statutory indemnity is required by virtue of any legislation (whether or not that insurance is affected); and
- c) Provided that Sections 6.2 a) and b) above do not apply to **Personal Injury** where:
 - i. That compulsory liability insurance or statutory indemnity does not provide indemnity;
 - ii. The reasons or reasons why that compulsory liability or statutory indemnity does not provide indemnity does not involve a breach by the **Insured** of legislation relating to vehicles; and
 - iii. **Vehicles** whilst being operated or used by the **Insured** as a **Tool of Trade**.

6.3 Aircraft and watercraft

Liability to pay compensation for **Personal Injury** or **Property Damage** arising from the ownership, possession, operation, use or legal control by the **Insured** of:

- a) any **Aircraft**; or
- b) any **Watercraft** or vessel exceeding eight (8) metres in length.

6.4 Property in physical or legal control

Liability to pay compensation for **Property Damage** to:

- a) property owned by or leased or rented to the **Insured**; or
- b) property in the physical or legal control of the **Insured**.

- c) Provided that Sections 6.4 a) and b) above shall not apply to liability for **Property Damage** to:

- i. personal property of any director, executive officer, employee, partner or visitor of the **Insured**;
- ii. premises (including landlord's fixtures, fittings and contents) which are leased or rented by the **Insured** for the purpose of the **Insured's Business**;
- iii. premises (including landlord's fixtures, fittings and contents) temporarily occupied by the **Insured** for the purposes of carrying out work in connection with the **Business**;
- iv. vehicles (not belonging to or used by or on behalf of the **Insured**) in the physical or legal control of the **Insured** where such property damage occurs whilst any such vehicle is in a car park owned or operated by the **Insured** provided that the **Insured** does not operate the car park for reward;
- v. any property temporarily in the **Insured's** physical or legal control provided no indemnity is granted for damage to that part of any property upon which the **Insured** is or has been working on and **Our** liability under this clause does not exceed \$100,000 (or any other amount if specified in the **Schedule**) for any one **Occurrence**.

- d) Notwithstanding Sections 6.4 a) to c) above, no cover is provided under this **Policy** in respect to liability assumed by the **Insured** under any contract or agreement which requires the **Insured** to effect material damage insurance on premises, property or goods which the **Insured** does not own.

6.5 Faulty workmanship

Any liability for the cost of performing, completing, correcting or improving any work done or undertaken by the **Insured**.

6.6 Damage to insured's products

Liability to pay compensation for:

- a) physical injury to or destruction or loss of the **Insured's Products** or any part of those **Products** arising out of them or any part of them;
- b) loss of use of any tangible property caused by physical injury to or destruction or loss of the **Insured's Products** or any part of those **Products** arising out of them or any part of them.

This exclusion does not apply to those **Products** repaired, serviced or treated by the **Insured** after such **Products** were originally sold, supplied or distributed by the **Insured**.

6.7 Product recall and repair

Liability to pay compensation for damages claimed for the withdrawal, inspection, repair, replacement or loss of use of the **Insured's Products**.

6.8 Aircraft products

Any liability arising out of the selling, leasing, hiring or manufacture and/or supply of parts and/or products that are used with the **Insured's** knowledge in **Aircraft** or any aerial device.

6.9 Contractual Liability

Liability to pay compensation for **Personal Injury** or **Property Damage** where the liability has been assumed solely under an agreement unless such liability:

- a) would have attached in the absence of such agreement; or
- b) is specifically allowed by **Our** written endorsement; or
- c) is assumed by the **Insured** under a warranty of fitness or quality, or is implied by law, in respect of the **Insured's Products**.

6.10 Professional Liability

Liability to pay compensation for the rendering of or failure to render professional advice or service by the **Insured** or error or omission connected therewith, but this exclusion does not apply to the rendering or failure to render professional medical advice by medical persons employed by the **Insured** to provide first aid and other medical services on the **Insured's** premises.

6.11 Libel and slander

Liability to pay compensation arising out of the publication or utterance of a libel or slander:

- a) made prior to the **Period of Insurance**; or
- b) made at the direction of the **Insured** with the knowledge of the falsity thereof; or
- c) related to advertising, publishing or printing, broadcasting or telecasting activities conducted by or on behalf of the **Insured**.

6.12 Fines and punitive damages

Liability for fines, penalties, liquidated damages, punitive damages, exemplary damages, or aggravated damages and any additional damages arising from the multiplication of compensatory damages.

6.13 Pollution

- a) Liability to pay compensation for **Personal Injury**, **Property Damage** or **Advertising Liability** caused by or arising directly or indirectly out of the actual, alleged or threatened discharge, dispersal, release or escape of smoke, vapours, soot, fumes, acids, alkalis, toxic chemicals, liquids or gases, waste materials or other irritants, contaminants or pollutants into or upon any property, land, the atmosphere or any watercourse or body of water (including groundwater) but this exclusion does not apply if the actual discharge, dispersal, release or escape:
 - i. is neither reasonably expected nor intended by the **Insured**; and,
 - ii. is the consequence of a sudden and instantaneous cause which takes place at a clearly identifiable point in time during the **Period of Insurance**;

- b) Liability for any costs or expenses incurred in the preventing, removing, nullifying, or cleaning up any discharge, dispersal, release or escape as described in a) above, unless such costs or expenses are consequent upon an unexpected, unintended sudden and instantaneous cause which takes place at a clearly identifiable point in time during the **Period of Insurance** and results in **Personal Injury**, **Property Damage** or **Advertising Liability** and is not otherwise excluded by this **Policy**; or
- c) The actual alleged or threatened discharge, dispersal, release or escape of smoke, vapours, soot, fumes, acids, alkalis, toxic chemicals, liquids or gases, waste materials or other irritants, contaminants or pollutants in the United States of America (USA) or Canada or in any country to which the laws of the USA or Canada apply.

Provided that **Our** total aggregate liability during any one **Period of Insurance** in respect of all claims arising out of such **Personal Injury**, **Property Damage** or **Advertising Liability** or such costs or expenses shall not exceed the **Policy Limit** stated in the **Policy Schedule**.

6.14 Asbestos

Liability to pay compensation for **Personal Injury**, **Property Damage** or **Advertising Liability** caused by, arising out of, or in connection with, the use or presence of asbestos.

6.15 Nuclear

Liability to pay compensation for **Personal Injury** or **Property Damage** of whatsoever nature directly or indirectly caused or contributed to by or arising from ionising radiation, or contamination by radioactivity from nuclear fuel or from any nuclear waste from the contamination of nuclear fuel. For the purpose of this exclusion combustion shall include any self-sustaining process of nuclear fission.

6.16 War

Liability to pay compensation for **Personal Injury** or **Property Damage** directly or indirectly caused by or in consequence of war, invasion, act of foreign enemy, hostilities (with or without the declaration of war), civil war, rebellion, insurrection, military or usurped power.

6.17 Terrorism

Any liability arising out of or in any way connected with:

- a) death, injury, illness, loss or damage directly or indirectly caused by, contributed by, resulting from or arising out of or in connection with any act of **Terrorism**, regardless of any other cause or event contributing concurrently or in any other sequence to the death, injury, illness, loss or damage; or
- b) any action in controlling, preventing, suppressing, retaliating against or responding to any act of **Terrorism**.

Section 7

Other Matters

The **Insured** has certain responsibilities that are set out in this section and in the **Policy**. These responsibilities also apply to any person that is covered by the **Policy**.

If the **Insured** does not meet these responsibilities, **We** may refuse to pay a claim or reduce what **We** pay for a claim. **We** may also decide to cancel the **Policy** if permitted in accordance with the provisions of the Insurance Contracts Act 1984 (Cth).

The course of action **We** take when the **Insured** does not meet their responsibilities will be considered in each circumstance based on what impact or effect the **Insured's** failure to do so caused or contributed to a claim under the **Policy**, an **Occurrence**, or changes **Our** liability under the **Policy**.

7.1 Claims Control

Notice in writing shall be given to **Us** as soon as reasonably possible of every **Occurrence**, claim, writ, summons, impending proceedings, impending prosecution and/or inquest in respect of which there may arise a liability under this **Policy**.

- a) The **Insured** shall not without **Our** consent in writing make any admission, offer, promise or payment in connection with any **Occurrence** or claim and if **We** so desire **We** shall be entitled to take over and conduct in the **Insured's** name the defence or settlement of any claim and **We** may make such investigation, negotiation and settlement of any claim or suit as it deems expedient.
- b) The **Insured** shall use the best endeavours to preserve any property, products, appliances, plant or other things (provided it is safe to do so) which might prove necessary or useful by way of evidence in connection with any claim and so far as may be reasonably practicable no alteration or repair shall be effected without **Our** consent until **We** have had the opportunity of inspection at any reasonable time and place.
- c) **We** shall be entitled to prosecute in the **Insured's** name at **Our** own expense and for **Our** own benefit any claim for indemnity for damages or otherwise.
- d) **We** shall have full discretion in the conduct of any proceedings in connection with any claim and the **Insured** shall give all information and assistance as **We** may reasonably require in the prosecution, defence or settlement of any claim. **We** will act reasonably in exercising this right. **We** will keep the **Insured** reasonably informed and updated with the progress of any such matter.
- e) In the event of an **Occurrence**, the **Insured** shall promptly take at the **Insured's** expense all reasonable steps to prevent other **Personal Injury**, **Property Damage** or **Advertising Liability** arising out of the same or similar conditions, but such expense shall not be recoverable under this **Policy**.
- f) **We** shall be entitled to attend any inquest in respect of which there may arise liability under this **Policy**.

6.18 Electronic data

Liability to pay compensation for **Personal Injury** or **Property Damage** arising directly or indirectly out of, or in any way involving the **Insured's Internet Operations**.

This exclusion does not apply to **Personal Injury** or **Property Damage** arising out of any material which is already in print by the manufacturer in support of its product, including but not limited to product use and safety instructions or warnings, and which is also reproduced on its site.

6.19 Advertising Liability

Liability to pay compensation for **Advertising Liability** arising from:

- a) offences committed prior to the **Period of Insurance**;
- b) offences made at the direction of the **Insured** with knowledge of the illegality or falsity thereof;
- c) breach of contract, other than misappropriation of advertising ideas under an implied contract;
- d) incorrect description of the price of the **Products**, goods or services;
- e) infringement of trade mark, service mark or trade name by use thereof as the trade mark, service mark or trade name of the **Products**, goods or services sold, offered for sale or advertised, but this exception exclusion does not apply to titles or slogans;
- f) failure of the **Products**, goods or services to conform with advertised performance, quality, fitness or durability;
- g) any **Insured** whose business is advertising, broadcasting, publishing or telecasting.

6.20 Treatment risk

Liability arising out of or in anyway connected with the malpractice, treatment prescribed or administered, or the failure to prescribe or administer treatment, by the **Insured** or any **Employee** or agent of the **Insured** and/or breach of duty owed in a professional capacity by the **Insured** or by any person whose actions the **Insured** is responsible.

6.21 Sexual and other misconduct

Directly or indirectly related to, based upon, attributable to or in consequence of any actual or alleged molestation of, interference with, bullying of, mental abuse of or physical abuse of any person.

6.22 Sanctions

and, **We** will not be liable to provide any cover, pay any claim or provide any benefit under this **Policy** (including any refund of premium), to the extent that such cover, claim, benefit or refund may contravene or expose **Us** to any sanction, prohibition or restriction under United Nations resolutions or any trade or economic sanctions, laws or regulations of any country.

7.2 Discharge of Liabilities

We may at any time pay to the **Insured**, in respect of all claims against the **Insured** arising directly or indirectly from one **Occurrence**, the **Policy Limit** (after deduction of any amount already paid by **Us** in respect of those claims) or any lesser sum for which the claim or claims can be settled. This payment will extinguish all **Our** liability under the **Policy** in connection with such claim or claims, including charges, expenses and costs and **We** will relinquish conduct or control of the claim or claims.

7.3 Reasonable Care

The **Insured** shall:

- a) take all reasonable precautions to:
 - i. prevent **Personal Injury, Property Damage or Advertising Liability**;
 - ii. prevent the manufacture, sale or supply of defective products; and
 - iii. comply and take reasonable steps to ensure that the **Insured's** workers, servants and agents comply with all relevant Statutory Obligations, By-Laws or Regulations imposed by any Public Authority in respect thereof for the safety of persons and property;
- b) at the **Insured's** own expense take reasonable action to trace, recall or modify any products containing any defect or deficiency which defect or deficiency the **Insured** has knowledge of or has reason to suspect.

7.4 Cross Liabilities

Where more than one party comprises the **Insured** each of the parties shall be considered as a separate and distinct unit and the word **Insured** shall be considered as applying to each party in the same manner as if a separate policy had been issued to each of the said parties provided that nothing in this clause shall result in the increase of **Our** liability under this **Policy** in respect of any **Occurrence** or **Period of Insurance**.

7.5 Alteration of Risk

The **Insured** must as soon as reasonably possible provide **Us** with written notice of:

- a) every change which materially varies any of the facts or circumstances existing at the commencement of this **Policy** that comes to the **Insured's** knowledge, which will also be deemed to include the knowledge of any person whose knowledge would in law be the **Insured's** knowledge; and
- b) if the **Insured** does not provide such notification before the happening of an **Occurrence** giving rise to a claim under this **Policy** then, subject to the Insurance Contracts Act 1984 (Cth), **We** may refuse to pay a claim, either in whole or in part.

7.6 Subrogation

In the event of payment under this **Policy** to or on behalf of the **Insured**, **We** shall be subrogated to all the **Insured's** rights of recovery against all persons and organisations and the **Insured** shall execute and deliver relevant instruments and papers and do what is reasonable to assist in the exercise of such rights. **We** will only request information and assistance where relevant to exercising our rights of recovery and will explain why the information and assistance is required. **We** will act reasonably in exercising **Our** discretion in the conduct of

any legal proceedings and in the settlement of any claim while **We** conduct any recovery action. **We** will keep the **Insured** reasonably informed and updated with the progress of proceedings.

7.7 Other Insurances

If the **Insured** makes a claim under this **Policy** in respect of an **Occurrence** recoverable under this **Policy** which **Occurrence** is or may be covered in whole or in part by any other insurance, then the **Insured** must advise **Us** of the full details of such other insurance when making a claim under this **Policy**.

Subject to the Insurance Contracts Act 1984 (Cth), **We** reserve the right to seek contribution from the other insurer(s).

7.8 Insurance Arranged By Principal

If the **Insured** enters into an agreement with any other party (who for the purpose of this clause is called the "Principal") pursuant to which the Principal has agreed to provide a policy of insurance which is intended to indemnify the **Insured** for any loss or liability arising out of the performance of the said agreement then **We** will (subject to the terms and conditions of this **Policy**) only indemnify the **Insured** for loss or liability not covered by the policy of insurance provided by the Principal.

7.9 Cancellation

- a) The **Insured** is entitled to cancel this **Policy** from the date **We** receive a written request to cancel the **Policy**, provided that any such cancellation is subject to the following terms: **We** will be entitled to retain premium for pro-rata 'time on risk' plus applicable statutory charges;
- b) **We** may cancel this **Policy** at any time in accordance with the relevant provisions of Section 60 of the Insurance Contracts Act 1984 (Cth), by giving notice in writing to the **Insured** of the date from which cancellation is to take effect;
- c) **We** may deliver this notice to the **Insured** personally, or post it by certified mail (to the **Insured's** broker or to the address the **Insured** last gave **Us**). Proof that **We** mailed the notice is sufficient proof that the **Insured** received the notice;
- d) Under Section 60 of the Insurance Contracts Act 1984 (Cth), **We** may cancel this **Policy** at any time where:
 - i. it is in force by virtue of Section 58 of the insurance Contracts Act 1984 (Cth); or
 - ii. it is an interim contract of general insurance.
 - iii. after cancellation pursuant to this Section 7.9, **We** will refund the premium for the time remaining on the **Policy**, less any nonrefundable duties.
- e) When the premium is subject to adjustment, cancellation will not affect the **Insured's** obligation to supply such information as **We** may reasonably require for the adjustment of the premium. Cancellation will not affect the **Insured's** obligations to pay the amount of adjustment applicable up to the date of cancellation.

7.10 Inspection and Premium Adjustment

We shall be permitted but not obligated to inspect the **Insured's** property and operations at a reasonable time and place. Neither **Our** right to make inspections nor the making thereof nor any report thereon shall constitute an undertaking on behalf of or for the benefit of the **Insured** or others, to determine or warrant that such property or operations are safe. **We** may examine and audit the **Insured's** books and records at a reasonable time and place during the **Period of Insurance** and extensions thereof and within three (3) years after the final termination of this **Policy**, as far as they relate to the subject matter insured.

If the first or renewal premium for the **Policy** or part thereof shall have been calculated on estimates furnished, for example relating to the activities, turnover and/or size of the business by the **Insured**, then the **Insured** shall keep an accurate record containing all particulars relative thereto and shall at a reasonable time and place allow **Us** to inspect such records. The **Named Insured** shall within thirty (30) days after the expiry of each **Period of Insurance** furnish to **Us** such particulars and information as **We** may require. The premium for such period shall thereupon be adjusted, and any difference paid or allowed to the **Insured** as the case maybe subject to receipt and retention of any minimum premium charged by **Us**.

7.11 Insurance Contracts Act

Nothing contained in this **Policy** shall be construed to reduce or waive either the **Insured's** or **Our** privileges, rights or remedies available under the Insurance Contracts Act 1984 (Cth).

7.12 Agreement Limiting Rights

If the **Insured** has entered into any agreement which excludes or limits a right which the **Insured** may have against any party, then, subject to the Insurance Contracts Act 1984 (Cth), **We** will not be liable for any claim under the **Policy** to the extent of such exclusion or limitation.

7.13 Headings

The headings in this policy are for ease of reference only and shall not be deemed any part of the context or to effect the interpretation of this **Policy**.

7.14 Australian Jurisdiction

This **Policy** is governed by the law of the Territory or State where the **Policy** was issued, which is stated in the **Schedule**. The courts of that place have jurisdiction in any dispute about or under this **Policy**.

7.15 Goods and Services Tax

Where **We** make a payment under this **Policy** for the acquisition of goods, services or other supply **We** will reduce the amount of the payment by the amount of any Input Tax Credit the **Insured** is, or will be, or would have been entitled to under A New Tax System (Goods and Services Tax) Act 1999 (Cth), in relation to that acquisition, whether or not that acquisition is actually made.

Where **We** make a payment under this **Policy** as compensation instead of payment for the acquisition of goods, services or other supply, **We** will reduce the amount of payment by the amount of any Input Tax Credit that the **Insured** would have been entitled to under A New Tax System (Goods and Services Tax) Act 1999 (Cth) had the payment been applied to acquire such goods, services or other supply.

Section 8

Words With Special Meaning

8.1 Words in bold type and capital letters

Whenever the following words are used in this **Policy** in bold type and with a capital letter, they have the special meanings set out below. These words may appear without bold type in endorsements in the **Schedule**.

8.2 Advertising Liability means:

- a) libel, slander or defamation;
- b) infringement of copyright or of title or slogan;
- c) piracy or unfair competition or idea misappropriation under an implied contract;
- d) invasion of privacy;

committed or alleged to have been committed during the **Period of Insurance** in any advertisement, publicity article, broadcast or telecast and arising out of the **Insured's** advertising activities or any advertising activities conducted on behalf of the **Insured**, in the course of advertising the **Insured's Products**, goods or services.

8.3 Aircraft means any vessel, hovercraft, craft or thing designed to transport persons or property in or through the air or space.

8.4 Business means the business stated in the **Schedule** and shall include the activities of any canteen, social, sports, welfare, and /or child care organisation or first aid, medical, fire or ambulance services.

8.5 Excess means the amount payable by the **Insured** in respect to each **Occurrence** and includes all supplementary payments.

8.6 Insured

Each of the following is insured under this **Policy** to the extent set forth below:

- a) The **Named Insured**;
- b) All subsidiary companies (now or hereafter constituted) of the **Named Insured** whose place of incorporation is within Australia and whose business falls within the definition of **Business**;
- c) Any director, executive officer, employee, partner or shareholder of the **Named Insured** or of any company designated in paragraph (b) above but only while acting within the scope of their duties in such capacity;
- d) Any party with whom the **Named Insured** (or any company designated in paragraph b) above) has entered into an agreement for the purpose of the **Business**, but only for **Occurrences** for which the **Named Insured** above would be liable in the absence of the agreement and only to the extent that the agreement requires the **Named Insured** to indemnify that party in relation to the **Occurrence**;

- e) any incorporated or unincorporated association or organisation including their office bearers and members organised by the **Insured** (other than an **Insured** designated in paragraph d) above) or their employees with the consent of the **Insured** for the purpose of providing canteen, social, sports, welfare and or child care organisations or first aid, medical, fire or ambulance services for such employees.

8.7 Insured's Products means anything, including any packaging or container thereof (after it has ceased to be in the possession or control of the **Insured**) manufactured, grown, extracted, produced, processed, assembled, constructed, erected, installed, repaired, serviced, treated, sold, supplied, resupplied or distributed by the **Insured**.

8.8 Internet Operations means the following:

- a) Use of electronic mail systems by the **Insured's** employees, including part-time and temporary staff, and others within the **Insured's** organisation;
- b) Access through the **Insured's** network to the world wide web or a public internet site by the **Insured's** employees, including part-time and temporary staff, and others within the **Insured's** organisation;
- c) Access to the **Insured's** intranet (meaning internal company information and computing resources) which is made available through the world wide web for the **Insured's** customers or others outside the **Insured's** organisation; and
- d) The operation and maintenance of the **Insured's** web site.

8.9 Medical Persons means medical doctors, medical nurses, dentists and first aid attendants.

8.10 Named Insured means the entity or natural person specified in the **Schedule**.

8.11 Occurrence means an event including continuous or repeated exposure to substantially the same general conditions, which causes **Personal Injury** or **Property Damage** or **Advertising Liability** none of which is expected or intended from the standpoint of the **Insured**.

8.12 Period of Insurance means the duration of this **Policy** as stated in the **Schedule** incorporated into the **Policy**.

8.13 Personal Injury means:

- a) bodily injury, death, sickness, disease, disability, shock, fright, mental anguish or mental injury;
- b) false arrest, false imprisonment, malicious prosecution and humiliation;
- c) libel, slander, defamation of character;
- d) wrongful entry or wrongful eviction or other invasion of the right of private occupancy;
- e) assault and battery not committed by or at the direction of the **Insured** unless committed for the purpose of preventing or eliminating danger to persons or property,

which occurs during the **Period of Insurance**.

8.14 Policy Limit means the amount(s) specified as such in the **Schedule**.

8.15 Policy means the insurance **Policy** made up of:

- a) this **Policy** document;
- b) the **Schedule** to this **Policy**; and
- c) the endorsements, if any, contained in the **Schedule**.

8.16 Products Liability means **Personal Injury** or **Property Damage**:

- a) caused by any defect, or the harmful nature of any of the **Insured's Products**;
- b) resulting from any defect or deficiency in any direction or advice given at any time or intended to be given by the **Insured** concerning the use or storage of the **Insured's Products**.

8.17 Property Damage means:

- a) physical injury to or destruction or loss of tangible property which occurs during the **Period of Insurance** and any loss of use of that property resulting therefrom; or
- b) loss of use of tangible property which has not been physically injured or destroyed or lost which is caused by physical injury to or destruction or loss of other tangible property which occurs during the **Period of Insurance**.

8.18 Proposal

The written **Proposal** form (the date of which is stated in the **Schedule**) together with any supplementary material completed by or on behalf of the **Insured**, that was given to **Us**, and relied on by **Us** to effect this **Policy**.

8.19 Public Liability means liability covered by this **Policy** but does not include **Products Liability**.

8.20 Schedule means new **Policy** schedule, renewal schedule or endorsement schedule issued by **Us**.

8.21 Terrorism means an act, which may include but is not limited to an act involving the use of force or violence and/or threat thereof, of any person or group(s) of persons, whether acting alone or on behalf of or in connection with any organisation(s) or government(s) which from its nature or context is done for, or in connection with, political, religious, ideological or ethnic or similar purposes or reasons, including the intention to influence any government and/or to put the public, or any section of the public, to fear.

8.22 Tool of Trade means any vehicle which has a tool or plant forming part of or attached to or used in connection with it while such tool or plant is engaged on a work site, but does not include:

- a) Vehicles whilst in transit to or from any worksite; or
- b) Vehicles used for transport or haulage.

8.23 Vehicle means any type of machine on wheels or on caterpillar tracks made or intended to be propelled other than by manual or animal power.

8.24 Watercraft means any vessel, craft or thing made or intended to float on or in or travel on or through or under water.

8.25 We or Us or Our

Insurance Australia Limited ABN 11 000 016 722 AFSL 227681 trading as CGU Insurance.

CONTACT DETAILS

ENQUIRIES 13 24 81

CLAIMS 13 24 80

MAILING ADDRESS

GPO BOX 9902 IN YOUR CAPITAL CITY



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VIC 3000

BRISBANE

189 Grey St
South Bank
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PERTH

46 Colin St
West Perth
WA 6005

ADELAIDE

80 Flinders St
Adelaide
SA 5000



STANDING BY YOU
Intermediary



Insurer
Insurance Australia Limited
ABN 11 000 016 722 AFSL 227681
trading as CGU Insurance