

Claims Advice Hotline – p. 1800 800 998

Claims Assistance and Advice

Professionals Australia Insurance Brokers are the first point of contact if you have any concerns about a dispute or incident which might require the assistance of your Professional Indemnity Insurance policy. We are here to help! We can be the first port of call for any queries and arrange for you to receive legal advice where appropriate.

Notifiable Matters

The following provides a practical guide as to notifiable matters:

1. Claims:

- civil proceedings or written demand against you seeking damages e.g. letter of demand alleging breach of your professional duty as a pharmacist.

2. Circumstances:

- awareness of conduct which may give rise to civil proceedings e.g. through allegations of breach of your services as a Pharmacist or allegations you have caused bodily injury or a financial loss.
- awareness of a breach of regulations which may give rise to administrative or regulatory proceedings.

3. Representation at investigations and examinations:

- receipt of notice (written or oral) that a representative of the Company and/or individual Insured is required to attend or appear at an official investigation, examination or inquiry into the affairs of the Company.

Notification Procedure

When you become aware of a potential Claim or Circumstances:

1. Immediately notify Professionals Australia Insurance Brokers on Ph 1800 245 123 who will guide you through the process and arrange for a claim form to be completed where necessary.

2. Information forming part of the initial notification:

- brief synopsis or overview of the facts
- intended course of action contemplated by the Insured in establishing the exposure of any Insured Person and/or the Company in terms of liability and quantum
- any additional information available in support of notification

3. When dealing with an initial complaint or potential claim, it is important that you do not admit liability and do not make any offer of settlement nor incur defence costs without seeking prior approval and consent from the Insurer. To do so could be construed as a failure to comply with policy conditions and has the potential to prejudice Insured's position under the relevant policy.