

Swiss Re



Commercial Insurance

The Agency Shield Program™

Professional Liability



Reduce Your Risk Swiss Re's Agency Shield Program™

Swiss Re's Commercial Insurance (underwritten by Westport Insurance) has made available The Agency Shield Program™, or ASP, exclusively for Swiss Re errors and omissions policyholders to help agencies reduce E&O exposure, improve client service and build sustainable, profitable processes. This agency assessment program is a value-added consultative service created to help agencies improve their operations using a cost-effective and easy-to-implement process that is customized specifically to your agency.

Common reasons for E&O claims

- Failure to procure coverage
- Failure to adequately explain policy provisions
- Failure to adequately identify exposures
- Failure to recommend coverage type
- Inaccurate information provided to carrier
- Failure to provide timely notice of claims to carrier
- Failure to add Additional Insured/Loss Payee
- Misrepresentation
- Failure to duplicate prior coverage

Program Features

- Focused on E&O reduction
- Detailed and systematic review of agency operations
- Processes to establish standards across all agency operations including new hires
- Helps agencies avoid the costs associated with having an E&O claim, including deductibles, loss of credits, loss of productivity and the stress of being involved in a claim
- 10% premium credit for participating agencies toward their Westport or First Speciality errors and omissions policy premium as well as program accreditation
- Training for your staff in the important area of customer service and potential agent liability

Program Benefits

- Address E&O claims exposure by providing consistent and high-quality service to your clients
- Drive profitable growth while making sure that your policies and procedures protect you from E&O claims
- Establish an awareness and culture in your agency to assist you in avoiding errors and omissions as you grow

- Free up time for new business, account rounding, sales and other critical business activity
- Provides an easy and ongoing internal monitoring process around agency operation
- Opportunity for increased retention of client base

What's being said

“The Agency Shield Program™ is one of the best self-assessment programs available. The system is designed to make you think the ‘process’ through and provides the tools necessary to implement sound risk management practices in a timely manner.”

- Jeffery M. Mohr, CPCU, ARM President, Lewis Mohr Real Estate & Insurance Agency, LLC, Baton Rouge, LA

How it works

- Your agency will nominate an Agency Shield Program™ Champion. This person will be the main contact for the program and will manage all of the details from beginning to completion.
- The agency champion will be asked to complete The Agency Shield Program™ Survey which is customized to your agency size and business breakdown. This allows us to compare all aspects of E&O related agency operations against a standard provided for each.
- Using the survey, your champion will identify which standards you are meeting completely, those that you follow but need to change, and those that you are not using at all.
- Once the survey has been completed, it is sent back to the ASP Accreditation Center at Swiss Re.
- Our Accreditation Staff reviews your results and sends you back a fully customized and completed project tracking sheet, which acts as a guide to help you resolve any issues identified in the survey.
- Project tracking sheets will be sent to the agency champion as required and can be completed as your daily business allows.

How to Get Started

- The Agency Shield Program™ is offered exclusively through your state IIABA association offices.
- To learn more about ASP or to sign up, contact your local state association at www.iiaba.com/eocontact/.

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Commercial Insurance

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Swiss Re's Commercial Insurance protects insureds with specialized needs in niche markets in the U.S. and Canada. Products include property and casualty insurance, professional liability insurance, excess medical expense and risk management services. Swiss Re's Commercial Insurance has served the primary insurance community since 1908 and is committed to providing service, creative solutions and security for its clients.

Swiss Re is a group of licensed insurance companies. Agents and brokers insurance is underwritten by Westport Insurance Corporation, a member of the Swiss Re Group.

This information is a guide to procedures that are considered good, minimal business practices. It does not include all potential controls and is not intended to warrant claims will not be incurred if guideline elements are followed. This information is based upon general risk control suggested practices and is not intended to be, or represented as, legal advice.

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Edition 04-08