

# E&O HAPPENS

## EXCLUSIVE AGENCY RISK MANAGEMENT RESOURCES



Big "I"  
PROFESSIONAL  
LIABILITY



Swiss Re  
Corporate Solutions

Visit: [www.iiaba.net/EOhappens](http://www.iiaba.net/EOhappens) to login - login information can be provided by contacting Gayle McPherson at [gayle@maineagents.net](mailto:gayle@maineagents.net)

**CLAIMS HAPPEN:** This section examines the types of errors made that lead to E&O Claims.

- Claims Frequency Data
- Common Causes
- Claims Examples
- How to Report a Claim

### CLAIM PREVENTION

Agency Management: E&O Audits and Self Assessments

Agency Procedures: Valuable tools you can utilize

- Coverage Checklists
- Disclaimers
- File Documentation
- Sample Customer Letters
- Sample Procedures Manual
- Record Retention Recommendation

Tips: Loss Prevention Tips

### NEWS & PUBLICATIONS

Publications: E&O Related Articles from a variety of sources

Webinars: Free Webinars on a variety of EO related topics Presented by the Big "I" Professional Liability Program, Swiss Re Corporate Solutions as well as some of the most knowledgeable sources in the industry

Resources: Valuable materials focused on E&O Related Issues

### SEMINAR MATERIALS

Student Risk Management Seminar Materials

Questions? Contact Gayle McPherson, 207.623.1875 or [Gayle@maineagents.net](mailto:Gayle@maineagents.net)

