



Client FAQs

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Gallagher

Insurance | Risk Management | Consulting

Insurance Questions

Questions	Guidance
What does my policy cover?	<p>With Gallagher you have the benefit of combined insurance policy, designed to best suit the need of your profession. These insurance covers are:</p> <ul style="list-style-type: none"> • professional indemnity • public liability • products liability
What am I covered for?	<p>Professional indemnity</p> <p>Professional indemnity insurance protects your livelihood and your reputation, providing cover for what you do in your profession.</p> <p>If someone takes legal action against you after you have provided a professional treatment or advice, your professional indemnity policy provides a range of covers that includes legal liability to pay compensation for personal injury to third parties or damage to their property, and financial loss arising out of any act, error or omission on your part.</p> <p>Public liability</p> <p>Public liability insurance is something we recommend for all businesses that interact with the public, even in small ways. No business is without some degree of risk. Protect yourself, your staff and members of the public by ensuring you're covered for financial loss if a third party seeks compensation from you for a negligent action. An example of this might be an accident that happens on your premises, such as a slip and fall caused by a water spill.</p> <p>Products liability</p> <p>Products liability insurance protects you against liability for damages caused by goods sold or supplied by you.</p> <p>Public liability cover is essential if you sell, supply or deliver products to members of the public. This cover protects you against being held liable for damage caused by goods sold or supplied by you, including damage caused by or associated with design defects, manufacturing defects or inadequate labelling, and is essential to protect you and your business.</p>
Can I pay by the month?	<p>We offer flexible pay by the month options including BPAY, credit card and spreading payments.</p>
Do I have 24/7 claims support?	<p>Yes. We understand that when you have a claim is when you need us most, so we provide a 24/7 claims service.</p>

Do I have an excess?	<p>A nil basic excess applies to professional indemnity and liability policies.</p> <p>However, an excess may apply to other sections of the policy and if this is the case it will be noted on your policy schedule.</p>
Do I have access to legal advice?	<p>Yes. You can access our legal experts, Sparke Helmore, for a free consultation on matters relating to your business, which could save you hundreds of dollars in legal fees.</p>
What's the difference between occurrences based and claims made cover?	<p>Your combined policy is an 'occurrence' based policy wording. This means that you are covered for any incidents that may occur while the policy is in force, even if the claim is not made until some years after the event. Sometimes claims can be lodged some time or even years later.</p> <p>Many policies only provide cover on a claims made basis. This means that you are only covered while the policy is current.</p>
Can I extend my cover to include retrospective cover?	<p>Yes. You have the option of extending your policy to include retrospective cover. This benefit provides protection against any claims that may be made against you due to acts, errors or omissions, prior to the commencement of a policy with Gallagher.</p>
Am I covered if I conduct my business online?	<p>Online activities may be covered if they directly relate to your occupation.</p> <p>If you have changed your business to an online operation, any service you are providing online must be general in nature and in line with your occupation.</p> <p>If you are conducting business activities outside of your general occupation, e.g. selling products such as candles, then we recommend you get in touch with us so we can discuss with you what you are doing and ensure your insurance cover is suitable for you.</p> <p>If the activities or treatments you undertake in your occupation normally require physical contact (e.g. massage) these cannot be performed online. If you are unsure if your activities are covered please contact us.</p>
Do I need professional indemnity cover to be registered as a provider with a health fund?	<p>You must have a current professional indemnity policy in place to cover your legal responsibilities to pay damages and legal expenses arising from personal injury to a client or damage to their property.</p> <p>Gallagher can issue you with a Certificate of Currency promptly, giving you instant confirmation of your cover so that you can remain on the health fund's approved list.</p>

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