

PROTECTIVE LIFE AGENTS' ERRORS & OMISSIONS INSURANCE PROGRAM

CLAIMS REPORTING PROCEDURES AND OTHER CONSIDERATIONS

First please consider the following:

Early involvement by your errors & omissions carrier in a claim or potential claim situation is the key to a more favorable outcome. Frequently, a timely phone conversation with your errors and omissions insurer's claims department can result in advice on what to do, say or write and to whom. In many cases this advice will make a potential claim go away or can at least mitigate the effects of a claim once it develops.

Do not try to handle a situation by yourself and do not admit any fault without first consulting your errors and omissions carrier's claims department. Failure to first consult your errors and omissions carrier could result in an uncovered errors and omissions loss.

Do not reveal the existence of your errors and omissions coverage to anyone. Today most plaintiffs' lawyers operate under the assumption that you have errors and omissions insurance coverage.

Do not provide recorded or written statements concerning an error or claim involving you or your firm without the advice and consent of your counsel.

Do not discuss the matter with anyone other than your counsel or a representative from your errors and omissions carrier.

Do not make advance payments without consulting your errors and omissions carrier; this is "Legal Liability Coverage" and many "goodwill" gestures have backfired on agents and agencies.

Stay calm. Errors and omissions claims happen and a good errors and omissions carrier will provide the "peace of mind" that you are paying for.

If you are aware of a circumstance that could possibly result in a claim being made against you, report it as soon as possible. You will not be penalized for reporting a potential loss. More than likely your errors and omissions carrier will record it as an incident and not set up a claims reserve unless it later does develop into an actual claim.

What to do:

Please include the Policy #EOC-6556117-07 on all correspondence.

Claims or Potential Claims or Incidents should be reported immediately to:

Zurich American Insurance Company

P.O. Box 968041 Schaumburg, IL 60196-8041

USZ_CareCenter@Zurichna.com

Fax: 866-255-2962

PLEASE NOTE: A Preliminary Loss Report Form has been provided at this site for your convenience in reporting this information. However, if you are served with a summons or lawsuit as your first notice of a claim, **DO NOT DELAY**. You must submit the information to the Zurich Claim Department. Most legal jurisdictions require a 20 day period in which to provide an appropriate response. Timely receipt of these documents by the claim department will speed the process of providing you with a proper defense. All inquiries other than claims should be referred to the Plan Administrator, ISSI. Phone: 800/5334579, Fax: 215/918-0507, E-mail: administrator@issisvs.com