

Healthcare Professionals Civil Liability

Changes to cover

Professional Risk Underwriting Pty Ltd (ProRisk) have been selling a product named ProRisk Medical Malpractice Combined Liability Policy since 2008.

We currently have two versions of this product available in the market: ProRisk Medical Malpractice Combined Liability Policy v03.18 and ProRisk Medical Malpractice Combined Liability Policy v02.20. All renewals for these products will be offered terms on the new Healthcare Professionals Civil Liability Policy v04.21 moving forward.

Like all insurance products, we need to update the policy terms and conditions to ensure that our insureds continue to receive market standard coverage and maintain a competitive position within the market place.

We have recently undertaken an extensive review of our current Medical Malpractice offering with a view to completely updating it.

We have had to completely re-write the entire wording from the ground up to ensure that all of our products are in the same easy to read format moving forward and that the products are able to be sold through an online portal, which will enhance the buying experience and improve turnaround times. Rather than going through each change line by line, like other “changes to cover fact sheets” that you may have come across, we will talk through the changes at a high level.

Words in bold have a defined meaning in the **policy**.

Change made	Explanation
We have changed the name of the product from ProRisk Medical Malpractice Combined Liability Policy v03.18 and ProRisk Medical Malpractice Combined Liability Policy v02.20 to Healthcare Professionals Civil Liability v04.21.	The name change is so that we are abundantly clear that this is not a medical indemnity product and that ProRisk are not holding themselves out as a Medical Indemnity Insurer. The product is designed for allied health professionals, educational institutions, beauty therapists and medical establishments.
The v0.3.18 version was backed by Lloyd’s of London security, whilst v02.20 and v04.21 are backed by Swiss Re Corporate Solutions.	We recently signed a new binding agreement with Swiss Re Corporate Solutions, giving us access to S&P AA- Rated capacity. Our relationship with Swiss Re gives Australian SMEs the ability to access the strength and security of Swiss Re.
Updated language	We found that the language used in some of our policies used outdated old English. Where possible, we’ve tried to update the language to make it easier to understand, using more modern, simple English.

Change made	Explanation
A new layout	The new product is set out as follows: <ol style="list-style-type: none"> 1. Insuring Clauses 2. Extensions of Cover 3. Exclusions 4. Defined Terms 5. General Terms & Conditions <p>This new layout will be standard across all of our new commercial products.</p>
Defined terms	Defined terms in v03.18 and v02.20 used capital letters. All defined terms in the new product now use sentence case to make reading easier.
Insuring Clause 1.1 (Civil Liability Cover)	We have included cover for loss on account of any civil liability. This is generally considered a broader form of coverage and more in line with market standards.
Insuring Clause 1.2 (Employee Fidelity Cover)	Provides a sub-limit for employee theft.
Insuring Clause 1.5 (Statutory Liability)	Provides a sub-limit for statutory liability coverage where a claim has been made against an insured by an official body for a statutory liability wrongful act .
Insuring Clauses 1.6 (Public Liability Cover) and 1.7 (Product Liability Cover)	Public & Products Liability cover is clearly delineated from Coverage Section A. The product liability coverage now available is much broader than what was available in either v03.18 or v02.20.
Value Added Benefits	v04.21 provides additional non-risk transfer services such as Contract Reviews, access to up to 1 hour free legal advice and access to the ProRisk Whistleblower Hotline. These Value Added Benefits are accessible to the policyholder regardless of whether they have had a claim made against them or not.
Retired or Resigned Insured Persons	Coverage is limited to 84 months, so that is in line with the various State, Territory and Federal Statute of Limitations regimes.
Rating and Underwriting factors	Previously rated based on staff numbers, rather than revenue. Our new rating model will provide more accurate pricing and give more choice to the policyholder, including choice of deductible and choices of limit.
Broader scope of appetite	Our new industry codes are based on the ANZSIC codes, which are a more accurate and standardised industry coding method, in line with much of the market.
General Terms & Conditions v05.20	All new wordings, including this new wording, will have a standardised General Terms and conditions section. Our revised product suite is designed to be sold as part of a package.
Complaints Handling	New procedure for handling complaints. No reference to the Financial Ombudsman, which has been replaced with the Australian Financial Complaints Authority.
Sanctions Limitation	We have made it clear that we will not cover any individuals or entities that are subject to a trade or economic sanction, as is the law in the Commonwealth of Australia, its States and Territories.