



Virtual Assistants Insurance Program



Professional Indemnity Insurance Program

Professional Indemnity Insurance is a form of liability insurance that helps protect professionals when providing advice and service from the cost of defending against a negligence claim made by a client and if damages are awarded in such a civil lawsuit.

Cover is provided for alleged failure to provide services either by error or omission resulting in a client suffering a financial loss.

How Does Professional Indemnity Insurance Work?

Example: You did some work for a client in 2021, however it is not until 2023 that the client believes your work and advice has caused them a financial loss and they lodge a formal complaint with you. This is the date a claim may exist and this will be the date you need current Professional Indemnity Insurance even though the work occurred some 2 years previous.

This is why it is so important to continue to renew your insurance each year.

AS A GUIDE THE PRICING FOR PROFESSIONAL INDEMNITY COVER WILL BE:

\$500,000	(\$1 Million in the Aggregate)	Premium	\$440
		Policy Excess	NIL
\$1 Million	(\$2 Million in the Aggregate)	Premium	\$501
		Policy Excess	NIL
\$2 Million	(\$4 Million in the Aggregate)	Premium	\$652
		Policy Excess	NIL
\$5 Million	(\$10 Million in the Aggregate)	Premium	\$1,348
Based on Income up to \$100,000		Policy Excess	NIL

Major Features Include:

- ✓ Insurer – Lloyds, London
- ✓ 1 Reinstatement of Sum Insured
- ✓ Your own individual insured limit
(Unlike some that are group scheme & share insured limits)
- ✓ Subcontractors cover can be covered on application
- ✓ Nil excess on Professional Indemnity cover
- ✓ Additional business activities can be considered
- ✓ \$250,000 Statutory Liability
- ✓ Dedicated team to assist with cover, questions & claims
- ✓ Run–Off Cover – 2 years included free of charge

Cover Includes:

- ✓ Employees are automatically included
- ✓ Retroactive Cover – Covers you for all past work provided that you have had continuous Professional Indemnity Insurance
- ✓ Breaches of Competition and Consumer Act 2010 and Related Legislation
- ✓ Unintentional Libel / Slander Defamation

For enquiries: call us on 1800 641 260

Public Liability Insurance

If you have your Professional Indemnity Insurance with IME Insurance Brokers as part of this insurance program we can offer you the following preferential insurance cover and premiums for your Public Liability Insurance.

Public Liability Insurance protects your business for negligence which results in someone being injured or someone's property being damaged. With society becoming more litigious, it is important that you can go about your day to day business activities with the security provided by this cover.

A simple example of a claim could be a client tripping over your laptop cable used by you when you are visiting their premises or when they are visiting your premises and suffering injuries resulting in them not being able to work for an indefinite period. As this is not Professional advice you would need a Public Liability Insurance policy which covers the cost of the claim after negligence has been established, or, if no negligence is involved, provide cover for the legal defence costs.

AS A GUIDE THE PRICING FOR PUBLIC LIABILITY COVER WILL BE:

\$5 Million	Premium	\$186
	Policy Excess	\$250
\$10 Million	Premium	\$204
	Policy Excess	\$250
\$20 Million	Premium	\$325
	Policy Excess	\$250

Cover Includes:

Australia wide, wherever, whenever you are conducting business. Some Examples:

- ✓ Client consultation at their office or your office, café, your home
- ✓ Promotions at shopping centres
- ✓ Networking events
- ✓ Hosting Business events such as breakfasts, seminars, etc.

Cyber Insurance

Cyber Liability insurance covers claims against an insured arising from a data breach, business interruption losses, and remediation costs following an actual or threatened data breach. The cover includes Computer System Security Failure, Cyber Business Interruption Costs Cyber Claim Defence Costs, Cyber Emergency Services, Cyber Extortion Event, Data Breach, Media Claim Defence Costs & Regulatory Investigation.

Includes Social Engineering & Phishing with no sub limits.
Sub-contractors will need to arrange their own Cyber insurance.

AS A GUIDE THE PRICING FOR CYBER INSURANCE COVER WILL BE:

\$25,000	Premium	\$325
	Policy Excess	\$1,000
\$50,000	Premium	\$446
	Policy Excess	\$1,000
\$100,000	Premium	\$627
	Policy Excess	\$1,000

Virtual Assistant Services means:

- Appointment setting/diary management; or
- Blog posts; or
- Broadcast emails; or
- Data entry into spreadsheets; or
- Formatting of documentation; or
- General administration; or
- Graphic design; or
- Human resource administration or consulting (excluding actual hiring or termination); or
- Internet research; or
- Mail and email services; or
- Managing databases; or
- Marketing support; or
- Minute taking; or
- Organisation of meetings; or
- Phone answering/reception duties; or
- Preparation of grants, rebates, subsidies or the like however:
 - these must be reviewed, approved and submitted by the client themselves; and
 - Keystone will not indemnify the Insured for any Claim or Inquiry arising directly or indirectly from or in connection with a delayed or late submission.
- Preparation of newsletters; or
- Proof reading/editing; or
- Publishing documents; or
- Secretariat support for a not for profit; or
- Social media management; or
- Telemarketing; or
- Transcriptions; or
- Travel bookings; or
- Website management and updates (excluding website design and formation).

Special Note: Your cover includes provision for services to your clients as listed above.

Where your client needs specialist advice such as an Accounting, Taxation, Legal, Investment, HR etc you must not provide any advice.

For Bookkeeping & Event Management occupations – conditions apply. Please refer to our office.

Other Insurances We Can Assist With:

- ✓ General Property
- ✓ Cyber Insurance
- ✓ Commercial Motor Vehicle
- ✓ Corporate Travel Insurance
- ✓ Personal Accident & Illness (Income Protection)



Our dedicated team at IME Insurance Brokers

Our professional experts are from various insurance backgrounds including underwriting, claims, broker operations and marketing and most of our team members each have in excess of twenty years' experience in the insurance industry and SME business.

Key Personnel & Staff



James Gillard

Founder / National Manager

30 years general insurance experience as a broker and business owner. Responsibilities – major account acquisition, servicing and liaising with underwriters, risk management strategies, marketing, promotions and seminars plus qualified and practising Mortgage/ Finance Broker (12 years).



Helga Pitzer

General Manager

41 years insurance experience, including senior broking and claims manager and dispute resolution roles for major insurers and large local broker firms. Responsibilities include office management and underwriting of larger account holders and overseeing complex claims.



Philip Watson

Sales Manager

36 years general insurance experience including Senior Business Development, Marketing and Operational roles across multiple intermediary markets. Responsibilities include sales development, marketing, account management, strategic support, and projects.

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BROKERS SINCE 1992

www.imeinsurance.com.au

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Suite 1, 62-64 Main St. Upwey, Victoria 3158 - P.O. Box 1350, Upwey Victoria 3158

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