



01/05/2022

Dear BOB System Services Contractor,

RE: BOB System Services Group Liability Insurance 01/05/2022 – 01/05/2023
Policy Number LIA 34451

The below are intended to answer general everyday questions. Any question not covered should be forwarded to info@cerberos.com.au or call 1300 880 306.

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| 1.) Insurer | Certain Underwriters at Lloyd's via Genesis Underwriting |
| 2.) Policyholder | Australian Bargaining Agency Pty Ltd T/A BOB System Services |
| 3.) Insured Persons | Declared and agreed nominated contractors who have engaged the services of the Policyholder via their Licensee |
| 4.) Period of Insurance | 01/05/2022 – 01/05/2023 |
| 5.) Coverage | Public & Products Liability Insurance |
| 6.) Excess | \$500 Property Damage or as specific to occupation |

Frequently Asked Questions

- 1.) **When does cover commence for a contractor?** – Firstly to be eligible the application form needs to be accepted. Once accepted the cover commences when the contractor commences the contract. There will be a gap between commencing work and the processing of the income generated via BOB System Services. The intention of the policy is to cover the contractor as soon as they commence work.
- 2.) **What if a contractor causes bodily injury or property damage undertaking work that is not processed via BOB System Services?** No cover will apply. The policy only covers the contractor for work undertaken that is processed via BOB System Services. The premium is calculated on the work processed via BOB System Services and can only provide cover for work processed via BOB System Services.
- 3.) **What if the contractor's occupation is not on the occupation list?** Referral is necessary to our office with details of the occupation and work undertaken on the relevant application. We will refer the detail to the insurer for a decision.
- 4.) **Are contractors covered for faulty workmanship?** – Yes, the policy extends to include rectification of faulty work to a maximum \$5,000.
- 5.) **How much cover do contractors have?** – There are options of \$10M or \$20M.
- 6.) **What information will any new contractor receive?** New applications will be checked for an acceptable proposal form and if accepted by the insurer the contractor will be forwarded a copy of the policy documents with a covering email.
- 7.) **Can the policy respond if a BOB contractor causes injures to another BOB contractor or causes property damage to another BOB contractor's property?** – Yes, the policy includes a clause known as a cross liability clause, meaning each contractor under the group scheme is treated as if a separate policy had been issued to each contractor.
- 8.) **How does a claim get managed?** – In the first instance contact Cerberus Brokers as soon as possible. The handling of any claim is very important and there are conditions that apply. One



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such condition precedent to liability under this policy is that notice in writing shall be given as soon as possible to the insurer of every Occurrence, claim, writ, summons, impending proceedings, impending prosecution and/or inquest in respect of which there may arise a liability under this Policy. So, if in any doubt, contact Cerberos Brokers immediately.

No admission offer promise payment or indemnity shall be made or given by or on behalf of the Insured contractor without the written consent of the insurer, and if the insurer so desire they shall be entitled to take over and conduct in the Insured contractor's name the defence or settlement of any claim and the insurer may make such investigation, negotiation and settlement of any claim or suit as they deem expedient.

The Insured contractor shall use best endeavours to preserve any property, products, appliances, plant or other things which might prove necessary or useful by way of evidence in connection with any claim and so far as may be reasonably practicable no alteration or repair shall be effected without the insurers' consent until the insurer shall have had the opportunity of inspection.

The insurer shall be entitled to prosecute in the Insured's name at the Underwriters own expense and for the Underwriters own benefit any claim for indemnity for damages or otherwise.

The Underwriters shall have full discretion in the conduct of any proceedings in connection with any claim and the Insured shall give all information and assistance as the Underwriters may require in the prosecution, defence or settlement of any claim.

The insurer will appoint a claim assessor and you will be required to complete a claim form. The injured party or party who has suffered property damage will lodge their claim stating such injury or property damage was in part or totally due to your actions / negligence, this known as a letter or statement of demand. If the claim falls under the policy the insurer will handle the claim and the contractor simply needs to follow the guidance and not act in anyway as to prejudice the insurer's position.

- 9.) What can be provided for contractors who work in a decline occupation?** We will seek alternative quotations for such contractors on a standalone individual policy basis.

General Advice Warning - This information may be regarded as general advice. That is, your personal objectives, needs or financial situations were not taken into account when preparing this information. Accordingly, you should consider the appropriateness of any general advice we have given you, having regard to your own objectives, financial situation and needs before acting on it. Where the information relates to a particular financial product, you should obtain and consider the relevant product disclosure statement before making any decision to purchase that financial product.