



Professional Indemnity – Claims Examples

Important Notice

These are examples only. You should read them only as a guide. They do not form part of any policy. Every claim is different. We always determine indemnity decisions and claim payments on an individual basis, after we have assessed the claim. Information provided is general only and has been prepared without taking into account any person's particular objectives, financial situation or needs. Insurance cover and whether a policy responds to a claim is subject to the terms, conditions, limits and exclusions of the policy. When making a decision to buy or continue to hold a financial product, you should review the relevant policy wording and any applicable endorsements.

Property Manager

A child of the tenants suffered injury at a rental property managed by the insured. The child was playing on the veranda when a concrete balustrade collapsed and fell onto the child, causing head injuries. It was alleged that years later the claimant was left with multiple disabilities due to the incident. The matter was settled for \$176,000 including expenses.

Project Manager

Insured acted as a Project Manager in relation to concrete resurfacing of a storage container park. Concrete pavers were used and alleged that the pavers failed as a result of design and construction deficiencies. The pavers subsequently had to be replaced as they were not stable for vehicles. The matter was settled for approx. \$1M including expenses.

Architect

Insured was engaged to prepare plans and specifications for the construction of an apartment building. It was alleged the plans were negligent as the lift and stairs had been constructed in the wrong position due to incorrect measurements in the plans, requiring rectification. The matter was settled for approx. \$100,000 including expenses.

Mortgage Broker

The insured provided housing loan finance to the claimant. Claimant alleged the insured incorrectly completed the loan application resulting in the bank providing the insured with the incorrect type of loan for their circumstances. The claimant alleged they suffered loss and damage as a result of the insured breaching the National Consumer Credit Protection Act 2009 (Cth) by failing to provide credit assistance which was suitable for the claimant. The matter was settled for over \$500,000 including expenses.

Recruitment

Claimant alleges that the insured engaged in misleading or deceptive conduct by misrepresenting the contract duration of a role it had arranged for the claimant. Claimant had resigned from another position to take up the new role. Matter settled for over \$65,000 including expenses.

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