

SILA: Errors & Omissions

Course Description: This material reviews and evaluates statistics and trends that have been reported by several national E & O insurance companies with respect to actual insurance agent's E & O claims.

ACKNOWLEDGEMENTS -

COURSE OBJECTIVES -

INTRODUCTION –

CHAPTER 1 – Statistics and Trends –
Statistics, Trends, Review Questions

CHAPTER 2 – Impact of E & O Claims –
Costs & Consequences, Review Questions

CHAPTER 3 – Agent Pitfalls –
Behaviors to avoid, Failure to Disclose, No Signature on Application, No Written Authorization for Change, No Documentation, Lack of Education/Training, Not Making Proper Recommendations, Plain Old Mistakes, Miscellaneous Types of Claims, Review Questions

CHAPTER 4 – Unfair Sales and trade Practices –
Unfair Trade Practices, Review Questions

CHAPTER 5 – E & O Policy Provisions –
Wrongful Acts, Definition of “Claim”, Reporting of Claims or Potential Claims, Policy Exclusions, Review Questions

CHAPTER 6 – What to do in the Event of an E & O Claim -
Review Questions

ANSWERS TO REVIEW QUESTIONS -

RESOURCES LIST -