

HAMMOND PI

Professional Indemnity Claims

POLICY SUPPLEMENT

0333 222 4257

or email claims@hammondpi.com

HAMMONDPI.COM

Somerset House, 37 Temple Street, Birmingham B2 5DP

Authorised and regulated by the Financial Conduct Authority. FCA Reg no. 302911. Company registered in England. Reg no. 04799687.

YOUR INSURANCE POLICY

Many claims arise through misunderstandings which it may be difficult to disprove without evidence.

Please ensure wherever possible that all contracts and instructions are confirmed in writing. Written records of meetings and telephone conversations should also all be retained on file.

In the event of any criticism by your client, or if you become aware of circumstances which could give rise to a claim against you, it is essential that you notify us immediately, even if you believe that your actions have been beyond reproach and that a claim could never succeed.

CAUTIONARY PI CLAIM SIGNS

- Verbal complaints from a dissatisfied customer, or threats to take the matter further.
- Letters of complaint alleging neglect, error or omission.
- A client refusing to settle or delaying settlement of your fees.
- A client wanting to change Professional Advisor.

If you notice these behaviours, contact HammondPi immediately, and we will assist you in providing guidance on how best to conduct future dealings with your client.

DO NOT OFFER REFUNDS / ADMIT LIABILITY. ANY CORRESPONDENCE SHOULD BE PASSED TO HAMMONDPI. DO NOT RESPOND TO ANY COMMUNICATIONS, BEYOND ACKNOWLEDGEMENT OF RECEIPT.

ADJUDICATIONS & OMBUDSMAN SCHEMES

If you are working in fields where you could be subject to Adjudications and/or Ombudsman Schemes such as "The Housing Grants, Construction and Regeneration Act 1996" you must give immediate notice to your insurers of any notice of intention to refer a dispute to adjudication or of circumstances where you become aware that a dispute is likely to be referred to adjudication and where you are likely to be named as a responding party to those adjudication proceedings. The requirement of immediate notice is strict, with insurers generally setting time limits on notification.

IN THE EVENT A CLAIM OR NOTIFICATION, DO NOT ADVISE THE THIRD-PARTY THAT YOU HOLD PROFESSIONAL INDEMNITY. THIS MAY PREJUDICE YOUR POSITION.

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