



Key Points - Policy Cover

Balens have specialised in insuring Health and Wellbeing Professionals for over 21 years and understand what you do and how to protect you. Our experience and marketing power has enabled us to partner with major Insurers to provide you with unrivalled protection for your professional work. Balens Health Professionals Scheme wording is an exclusively designed wording only available through Balens.

Suitability Statement and Statement of Demands and Needs

As a Health and Wellbeing Professional, you can be held legally liable for loss or damage to other people's property, injury or other harm, financial loss alleged to have been caused to your clients or patients or other parties. This policy will meet that need and provide defence and payment of damages for the above, as well as covering other risks and offering various services as well. There are two aspects to your insurance policy, Professional, Public & Products Liability & ARAG Legal Package and for each aspect of your policy we only select from one Insurer as we have designed a bespoke wording with the relevant Insurer. For Professional, Public & Products Liability, the insurer is Zurich Insurance Plc., for the Legal Package, ARAG Legal Expenses Insurance Company Ltd.. Both of these insurers have a good claims record, are financially secure and offer competitive premiums. This service is on a non-advised basis and we act as agent for the Insurers involved when sourcing the policy and placing the insurance. In the event of a claim Balens act as your agent.

What does the Professional, Public and Products Liability policy cover?

- The underwriter for this element of the policy is Zurich Insurance plc. (Zurich)
- The Insurance Cover is **£6,000,000 (limit of liability) per section any one claim**, for an **unlimited number of claims in the year**, plus unlimited legal defence costs are covered in addition. There is no excess
- **Wide definition of insurance cover is clear and is not restricted to treatment only.** This cover includes **Medical Malpractice, Professional, Public and Products Liability** (claims in this section do not reduce the amount covered for other sections of the policy as is normally the case in other policies). Products Liability is provided for unlimited sales to clients and for up to £30,000 of retail sales (sales to non-clients)
- **This policy is on a Claims Occurring Basis, but with a unique difference.** If you do not renew for any reason with Balens, we automatically include Run-off cover for an unlimited period of time, meaning that if a claim was to be made years down the line after stopping your policy, you will always be covered for work you did within the insured period. Further information about this is available on our website www.balens.co.uk. This is a major improvement on what is often available through other insurers
- We include an **upgrade of cover** feature on the Zurich Policy that protects you against the effects of inflation, and rising court awards. This cover is a pioneering hybrid offering the advantages of a claims occurrence policy with features normally only found on a claims made policy, but with none of the disadvantages, particularly around the issue of discontinuing cover and possibly being uninsured later on if a claim is discovered. Many wordings give conditional "unlimited" or time restricted run off cover if you cease the policy at any time
- **Teaching and Student Work cover** (running a school can be covered separately)
- **Includes Libel and Slander cover**
- All premiums include **full malpractice retroactive cover** for previously insured work performed
- **Loss of Reputation expenses** to help repair damage to your business in the event of a claim against you
- **Breach of Intellectual Property, Client Confidentiality Protection cover**
- **Temporary Trips abroad are covered without a time limit** (Please refer to the full policy wording for the conditions applicable)
- **Loss of Documents cover** included £50,000
- **First Aid cover** as well as **Good Samaritan Acts**
- **Includes Disciplinary Hearings cover**, plus Pre disciplinary hearing legal advice up to £1000
- **Students** can be covered for **all work prior to** qualification, subject to adequate supervision and safeguards
- A **wide range of activities** can be insured, as well as non-treatment related work and advice - our definition of a "Health Professional" or "Health Business" and the types of situations covered is extremely wide
- **Flexible underwriting** to accommodate changes in your practice, fast turnaround of documents and queries.
- **No additional charges for routine changes to cover or duplicate certificates.**
- For full terms and conditions of cover please refer to the policy wording.

Also included is a separate Legal Protection Package underwritten by ARAG Legal Expenses Insurance Company Limited (ARAG) which covers Criminal Defence and other costs up to £100,000.

Regretfully, the climate of litigation is still deteriorating. Claims, incidents and criminal allegations, including allegations of sexual impropriety or assault are, in our experience, on the increase. The cover includes the following features:

- **Wide range of free 24 hour Advice lines, including Legal/Tax Advice, Counselling, and business support services are included.** Corporates entities with employees require a different policy
- **Jury or Witness Service Compensation** for lost income as a result of having to attend
- **Defence of your legal rights** involving Criminal Proceedings as well as Data Protection and other legislation cover, wrongful arrest, actions against you for unlawful discrimination etc.
- **Negotiation and Representation** (including accountant's fees) in the event of an Inland Revenue partial or full enquiry. Some accountants have been known to charge over £90 for this.
- **Business Assistance Helpline** for emergencies involving your premises
- **Disciplinary Hearings Defence and Legal Expenses** if you lose your Statutory Licence to practise.

Balens have always regarded quality cover and personal service and guidance as our main strengths, which in themselves can save time and money in the long term. Our collective buying power ensures that you receive good value for money and a unique opportunity to protect yourself in this very specialised and limited marketplace.



Balens Limited, Bridge House, Portland Road, Malvern, WR14 2TA

Tel : 01684 580771 Fax: 01684 891361

www.balens.co.uk info@balens.co.uk

Authorised and Regulated by the Financial Conduct Authority in the United Kingdom - Balens Limited Registration Number FRN 305787 and regulated by the Central Bank of Ireland for Conduct of Business rules. Balens Financial Ltd (FRN 630456) is an Appointed Representative of Go IFA who are Authorised and Regulated by the Financial Conduct Authority under the FRN 530741. Balens Finance Services Ltd (Bifs) is authorised and regulated by the Financial Conduct Authority under the FRN 721566. You can check this on the FCA's Register by visiting the FCA's website www.fca.org.uk/register or by contacting the FCA on 0800 111 6768