



# Your Insurance Questions Answered

Understanding the importance of Insurance and what is available to protect  
your Professional Organising business

*the* Professional Organiser's **EDGE**

# Firstly, who are Stellar Insurance Brokers?

- ▶ Stellar Insurance Brokers is a family owned and run business. started up by the Director, Mike Pappalardo in 2003, previously under the name 'Your Insurance Broker Brisbane'.
- ▶ Stellar Insurance Brokers was named after Mike's first grandchild, Stella. Mike's daughter, Kirsty (Stella's mother) also works within the business.
- ▶ Rachael Hirsch, the Account Manager, has been part of the business since 2012 and has managed the Professional Organisers Scheme during this time.
- ▶ The Professional Organisers Scheme was set up by us over 10 years ago to address the needs of Professional Organisers.
- ▶ We are located in Albion; Brisbane however manage insurance for clients all over Australia
- ▶ Stellar Insurance Brokers is an Authorised Representative of Aviso EIA Pty Ltd T/A Aviso Insurance Brokers who are part of Australasia's largest general insurance broker network – the Steadfast Group

# Why do Professional Organisers need insurance?

- ▶ Protection for your business, your asset, your livelihood
- ▶ Security for your client. Don't you feel better when you're using a service and know they have insurance?
- ▶ **Can your business afford a loss?**
- ▶ **Can your business afford to defend itself if someone sues you?**

# What type of Insurance does a Professional Organiser need?

We recommend all Professional Organisers have these two covers as a minimum:

## ▶ **Public Liability**

- ▶ Protects you against claims of personal injury or property damage that a third party suffers (or claims to have suffered) as a result of your business activities. Property damage includes damage, destruction or loss of tangible property. You can also be dragged into legal action against a third-party contractor whom you have hired on behalf of a client.

## ▶ **Professional Indemnity**

- ▶ Designed for professionals who provide advice or a service to their customers. It protects you against legal costs and claims for financial losses that a third party suffers (or claims to have suffered) as a result of negligent acts, errors or omissions by you during the conduct of your business. This will also provide cover against a miscommunication of an instruction provided by your customer which results in a financial loss.

# What type of Insurance does a Professional Organiser need?

We also recommend all Professional Organisers consider the following insurance:

- ▶ Office Contents and/or Portable Equipment
- ▶ Cyber Cover
- ▶ Management Liability
- ▶ Workers Compensation

# Who offers this insurance?

- ▶ The scheme Stellar Insurance Brokers has available for Professional Organisers is offered by two leading insurers:
  - ▶ FTA Insurance (underwritten by Lloyds of London) and
  - ▶ CGU Insurance.
- ▶ They both offer a combined Professional Indemnity & Liability policy.
- ▶ The policy is designed specifically for Professional Organisers and understands the specialized activities they undertake.
- ▶ Competitive premiums, low excesses, comprehensive coverage
- ▶ Stellar Insurance Brokers can also assist with your other business insurance needs

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We developed the scheme many years ago as we found that insurers and other brokers had difficulty understanding the role of a Professional Organiser and struggled to provide the correct insurance to protect their needs.

# How to arrange this insurance cover

- ▶ Contact Stellar Insurance Brokers if you have any further questions (details provided at the end of this presentation)
- ▶ When you are ready, complete the online proposal form (via our website [here](#))
- ▶ Stellar Insurance Brokers will obtain quotes from the insurers offering this scheme and will present them to you within a couple of days.
- ▶ You will be offered the option of paying your premium annually or monthly instalments through premium funding.
- ▶ If required there are options available for increased policy limits.

# What benefits does this policy provide?

- ▶ Competitive premium
- ▶ Low excesses of \$500 for both Professional Indemnity & Liability cover
- ▶ Professional Indemnity excess is 'Costs Exclusive' – This means that the excess will only apply to the settlement of the claim as apposed to a 'Costs Inclusive' excess which means the excess applies to both legal and settlement costs
- ▶ Designed to understand the needs of Professional Organisers, not just an 'off the shelf' policy
- ▶ Individual policy for each business
- ▶ Flexibility to adjust the policy to suit your business needs

# Claim Scenarios

## Public Liability

1. Your customer has supplied you with a set of keys which includes keys for the home, their Mercedes vehicle, and the office. While out somewhere, you lose the set of keys and have to replace all the locks to the home, office and car. Total cost \$2,600.
2. Your customer has a strict Nut Allergy that they have disclosed to you. While shopping for your customer, you accidentally purchase food that contains nuts resulting in your customer being hospitalised. Total medical expenses amount to \$15,000.
3. While decluttering a house, you knock over a vase that is a family heirloom and antique. The vase is worth \$10,000, but the customer also sues you for mental anguish. Total cost \$21,000.
4. You contract a plumber to fix a broken underground pipe and while digging to access the pipe, the plumber cuts through a phone cable. Total cost \$7,500 (billed by Telstra).

# Claims Scenarios

## Professional Indemnity

1. You have been asked to arrange an overseas holiday for your customer, however you failed to organise Travel Insurance. While overseas, they require emergency medical treatment totalling \$12,000. Total costs (including additional expenses incurred as a result of the accident) \$19,000.
2. Your customer asks your advice on stain removal for their suede lounge. You recommend they use a cleaning product you swear by. A week later you get a phone call from you customer saying they used the product and it destroyed their lounge! Cost to purchase a new lounge: \$5,000.
3. Your customer is responsible for organising a large charity event and they ask you to help with the flyers, advertising and promotional materials. You accidentally provide the wrong date to the printing company and have to get everything redone! Total costs incurred \$3,500.
4. Your customer asks you to purchase 4 x concert tickets to the best show in town as a surprise for her husband's 50th birthday. Unfortunately something comes up and they cannot attend the concert. The customer holds you responsible for the \$2000 cost of the tickets because you failed to purchase the ticket insurance option (full refund if unable to attend)

**Most commonly  
asked questions**



# What's the difference between your product and some others available in the market?

- ▶ Although there is another product available in the market who offer insurance specifically for 'Professional Organisers' which provides slightly more competitive terms, there is a reason for this!
- ▶ That policy is set up through what's called a 'Group' or 'Masters' policy. This means that the policy limit is shared between all those insured under the policy. If another business under the same policy makes a claim, the policy limit available to you will reduce. Essentially you are paying to cover someone else's business too ... is this what you want?
- ▶ The Professional Indemnity excess is 'Costs Inclusive' therefore payment of the excess will be required as soon as you start incurring costs
- ▶ Less flexibility available to adjust the policy to suit your individual needs and business activities

# Will I still be covered for legal costs incurred if I'm not liable?

- ▶ Yes, the policy will cover your defense costs.
- ▶ If a third party sues you because they deem you to be responsible, costs will start incurring straight away, as soon as a lawyer is appointed to defend you. Even after the defense, if you are not deemed liable, the policy will still settle on the costs incurred to defend you regardless of if there is a settlement to the third party



# Thank you!

Thank you for taking the time to watch this presentation to better understand your business insurance needs and what is available.

Please feel free to contact Rachael from Stellar Insurance Brokers at any time regarding your insurance needs.

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