



Is **THIS** your agency risk management plan?

You're caught up in the day-to-day shuffle, working hard to get and keep business. But if you don't step back and assess your agency procedures, you can walk right off a risk management cliff, landing your agency in court facing a professional liability lawsuit that may have been avoided.

Big "I" Professional Liability provides the **E&O Happens Risk Management Website**, featuring more than 700 pages of insurance agency risk management information, **available exclusively, and at no cost, to Big "I" members**. Features include:

- ♦ Claim examples - See benefits of when protocols are followed and what happens when they aren't.
- ♦ Risk management articles - Research case studies providing advice on mitigating or avoiding E&O claims.
- ♦ E&O Claims Advisor newsletters - Read archived newsletters providing tips to all positions in the agency.
- ♦ Sample disclaimers - Use these tools to help manage customer expectations and aid in defense of E&O claims.
- ♦ Sample customer letters - Facilitate file documentation by confirming client discussions.
- ♦ Webinars and podcast archive - Access discussions of hot topics influencing agents' exposure to lawsuits.

Log into www.iiaba.net/EOHappens.

