



## Travel Agents Professional Liability

Travel agents book passage and make various arrangements for travellers involving travel service providers and have the potential to incur legal liability in multiple jurisdictions. AIG Australia covers these unique exposures with a tailored policy wording for the travel industry.

### Policy Features

- Broad definition of professional services including activities as a retail travel agent, wholesale travel agent or tour operator.

### Key Exposures

- Providing incorrect flight times leading to passengers missing their flights or connections
- Failing to advise clients of additional costs involved in flying to or leaving a destination
- Failure to book a flight or arrange accommodation
- Faulty or misleading advertising and inadequate communication while planning trips
- Incorrect advice regarding visa requirements that could lead to the traveller being refused entry into a country
- Incidental negligent advice with respect to travel insurance

### Covers

- Civil liability
- Misleading or deceptive conduct (including under the Trade Practices Act 1974, Corporations Act 2001, ASIC Act 2001 or similar provisions in the States' Fair Trading Acts)
- Intellectual property (including breach of copyright)
- Defamation
- Fraud or dishonesty of principals, partners, directors





or employees (including theft of third party money or securities)

- Loss of documents cover up to the limit of liability
- Defence costs

### Standard Extensions

- Franchisors' indemnity (covering any claim made against a franchisor for a breach of duty by an insured as if the claim was made against the insured)
- General insurance distributor (covering distribution of general insurance products by the insured in a capacity other than as an authorised representative of an Australian financial services license holder)
- Court attendance costs
- 30 day extended reporting period
- Property cover for lost documents – no breach of duty required (sublimited to \$250,000)
- Previous business name
- Quasi judicial costs (sublimited to \$100,000)
- Joint ventures
- Vicarious liability
- BusinessGuard Advisory Panel (providing limited free advice on matters which are relevant to the cover provided under this policy)

### Optional Extensions

- Employment practices liability (covering claims by employees made against the policyholder, or any principal, partner, director or employee)
- Fidelity (covering financial loss of the policyholder as a result of fraudulent or dishonest acts committed by an employee)

### Key Exclusions

- Travel provider insolvency
- Beneficial interest
- Bodily injury and property damage
- Commingling of funds
- Failure to maintain insurance

### Limits

- Primary
- Up to \$25 million capacity

### Underwriting Information

- AIG Australia professional liability proposal form
- Full claims experience, including full details of all paid and outstanding matters
- Start up operations will require resumés for all principals, partners or directors and details of their past claims experience

### Target Market

Any firm that can demonstrate a positive approach to risk management.

### AIG Australia

American International Group, Inc. (AIG), world leaders in insurance and financial services, is the leading international insurance organisation with operations in more than 130 countries and jurisdictions. AIG companies serve commercial, institutional and individual customers through the most extensive worldwide property-casualty and life insurance networks of any insurer. In addition, AIG companies are leading providers of retirement services, financial services and asset management around the world. AIG's common stock is listed in the U.S. on the New York Stock Exchange as well as the stock exchanges in Ireland and Tokyo.



<b>Sydney</b>	<i>Head Office:</i> Citigroup Centre Level 19, 2 Park Street Sydney NSW 2000 Telephone (02) 9240 1711 Facsimile (02) 9240 1722
<b>Melbourne</b>	549 St Kilda Road Melbourne VIC 3004 GPO Box 4363 Melbourne VIC 3001 Telephone (03) 9522 4000 Facsimile (03) 9522 4645
<b>Brisbane</b>	Level 32, 10 Eagle Street Brisbane QLD 4000 GPO Box 3105 Brisbane QLD 4001 Telephone (07) 3220 0700 Facsimile (07) 3220 0441
<b>Perth</b>	77 St George's Terrace Perth WA 6000 PO Box Z5417 Perth St George's Terrace WA 6831 Telephone (08) 9421 3300 Facsimile (08) 9218 9434