

Baptist Insurance Services

SEPTEMBER 2017

INSURANCE RENEWAL

Our 17/18 Renewal is upon us, being 30 September 2017 to 30 September 2018. The Board of Baptist Insurance Services has been working hard this year to ensure that our Constituents get the best possible cover for the best price.

The covers included in your insurance package are:

Industrial Special Risks

Your church building and the church owned equipment / contents are covered under this policy for loss, damage (accidental or malicious) and theft. It will also cover the church for any loss of income caused by an incident, as well as any small building works or renovations.

General Liability

This policy will cover the church if, due to the negligence of the church or its members, there is an injury to someone on the property, damage to someone else's property, or if someone else's rights have been infringed (for example: copyright, slander, defamation, unfair competition).

Professional Indemnity

Any act, error or omission of the church while providing professional services (for example: ministry and outreach, op shops, counselling, fundraising) may be covered by this policy if it was done unintentionally and without malice.

Management Liability

A claim could be made under this policy if a wrongful act is committed by a Director or Officer of the organisation. A wrongful act could include an error, misstatement, misleading statement, neglect, breach of trust or breach of duty.

Comprehensive Crime

If a loss or theft is not covered by the Industrial Special Risks policy, it might be covered here. This could include things like employee theft, forgery, computer fraud, funds transfer fraud or credit card fraud.

Cyber Insurance

This cover can provide protection for claims arising out of a privacy breach, system damage, hacking and cyber extortion.

Personal Accident

If a volunteer is engaged in authorised work on behalf of the organisation and is injured, a claim may be made under this policy to assist with medical and other work related costs.

Corporate Travel Insurance

If you are traveling on authorised ministry business for your church (more than 50km and less than 180 days), then you may be covered by the Corporate Travel policy.

Over the past few years, Insurance companies have continued to experience increasing claims costs. To satisfy solvency requirements, most companies have been forced into increasing premiums to cover these spiralling costs. As a result, for this renewal, we will see some premiums rise. However, we have worked hard to soften the increase as much as possible for you.

In this edition

**Cyber
Crime**
2

**Firewall, Anti-
Virus &
Filters**
3

**Regular
Backup
Practice**
3

**Employment
Practice
Liability**
4



Why don't we get reimbursed for medical costs partially covered by Medicare with the Personal Accident Insurance Covers?

The Health Insurance Act was introduced in 1973 by the Federal Government that prohibits all Insurers from covering any costs or gap components from medical bills covered or partially covered by Medicare. By law, Insurers are only able to provide cover for Non-Medicare related costs.

We have a visiting speaker from overseas at our Conference. Are they covered by our church's travel insurance? No, the travel insurance policy only allows for people travelling to and from Australia who are regular attenders of your church. The overseas

speaker will need to obtain their own travel insurance from their country of origin.

We are travelling on behalf of our church and want to know if the travel policy covers us if we damage a hire car. When you hire the car, you still need to take out the hire car company's motor vehicle insurance cover, as no travel insurance includes motor vehicle insurance. However, we will reimburse the excess in the event of an accident, up to a maximum of \$5,000. So you don't need to pay more to bring down the excess.

How do I know if our building is insured for the right amount? We employ a professional valuation company, Jardine Lloyd Thomson (JLT), to ensure all church properties are correctly valued on a yearly basis. This involves one onsite visit every 5 years and subsequent desktop valuations for the other years. Over the next period, many churches will receive communication from JLT to arrange an onsite valuation for your property. If you have recently built, purchased or made renovations to a building, please contact your local BIS office.

A tree on my property has fallen down in heavy storms. Is its removal covered? It is covered only if the tree has damaged your property, or touching your property in its fall.

Baptist Insurance Services

CYBER CRIME

We are becoming more and more an 'on-line' generation. Much of our dealings with people, whether that be our congregations, organisations, or third parties are over the internet, using applications like Facebook, email, websites, Instagram, Snap Chat.....the list goes on. As we are ever learning new applications, we are also seeing individuals and organisations taking advantage of unsuspecting churches and organisations and conducting fraudulent activities.

Here are some examples:

A church admin person received an email from a company she paid bills to on a regular basis, advising that the account details had changed. She inputted those account details onto her system so the next bill would be paid correctly. A month later she received a call from that company advising that she was overdue in payment. What happened? The email she received advising of the account detail changes, although it looked like the company email, was not from the company. Her emails had been hacked and traffic analysed. The account details belonged to the hacker and money had been redirected to their account. When you get emails advising of things like account changes, always follow it up with a phone call to that company, confirming its validity.



An email was received from an unknown sender asking the receiver to click on the link. Once the link was clicked, the computer screen went black and everything shut down. Never click on a link from a sender you don't know. Or if that person doesn't usually send you a link, call them up to make sure they actually sent it.

Always make sure you check the full email address to ensure it is legitimate. For example, an email from Telstra was received, requesting the customer to click on a link. The email address ended with "telestra.com.au". Some things are just slightly misspelt. Take the time to check carefully that the address is correct.

An employee was walking out of her building at lunch and happened to see a memory stick lying on the ground. Thinking it was her lucky day, she took it back to the office and plugged it in to her computer.....it shut down the whole network and important company files were hacked. The memory stick had been left on the ground strategically in the hope it would be picked up and used in this way.

Be vigilant. Check everything! Make sure employees/volunteers are fully aware of the threats to security of your organisations' data and the danger a successful attack may pose. Hackers are becoming more sophisticated. It's no longer the sick aunt in Nigeria wanting to give away \$10million just to you if you simply pass on your bank account details. More information can be found on our website, www.baptistinsurance.com.au, under Risk Management.

ADDITIONS TO OUR WEBSITE

We are constantly updating our website, so can we encourage you to visit it on a regular basis. This month, under Risk Management, we have added the following two documents:

* Mission Trips - Many of the locations visited during mission trips will expose the travellers to new experiences including cultural differences and behavioural expectations, different foods, exposure to diseases not normally encountered in Australia, etc. The risks associated with the new experiences should be identified so that they can be managed and travellers remain safe. A comprehensive checklist is provided up this document.

* Solar Panel - this document covers risks associated with solar panels.

We also store all our previous Newsletters on our website. Many of those articles may be of interest, so feel free to download them.

www.baptistinsurance.com.au

Baptist Insurance Services

FIREWALL, ANTI-VIRUS AND FILTERS

Firewalls are among the most basic ways to protect our networks and should be used by all organisations; they need to be properly configured so they do their job effectively. They need to limit both incoming and outgoing traffic, set up necessary alerts and enable logging and history that can be used in case of an investigation.



It is also important to set up and properly configure anti-virus software. Be careful of free anti-virus software that you can download as they usually don't meet all the safety and security measures required. Good anti-virus software will strengthen your protection from malware and hacking. But it is important to maximize its effectiveness by always keeping it up to date and making any necessary configuration changes to ensure it doesn't produce false positives or skip dangerous software entirely.

Another way you can safeguard your data and keep your company out of trouble is by filtering web traffic, either on the firewall itself, or via other means, such as specialized software or system settings.

If there is a policy in your company that prohibits the visit of certain websites during work hours (for example, social networks), it is best to filter them out altogether to avoid any misunderstandings with employees. It is also always a good idea to filter out questionable content, such as adult websites. Not only they can negatively impact the climate in the office, they can also open the door to dangerous malware.

REGULAR BACKUP PRACTICE

Regular backups should be conducted regardless of what data you have and how vulnerable you feel you are to an attack. Backups can serve as a way to restore the system after an attack or an accident. It is very important to make sure that your backups are always up to date.

Backups need to be stored securely. Keep the backup process confidential to a smaller group of people as this greatly diminishes risks due to malicious insiders or accidental communication to third parties. You should also encrypt your backups and store them in an inaccessible location separately from your main network (preferably offsite). This will ensure that they will not be compromised in case of a breach.

BIS Insurance Panel

Below is a summary of your insurance providers for the period 30 September 2017 to 30 September 2018:

Property	Allianz Insurance
Liability and Professional Indemnity	Vero Insurance
Personal Accident (Volunteers and Youth)	Accident and Health
Personal Accident (Pastors and Spouses)	Accident and Health
Corporate Travel	Chubb/ACE Insurance
Management Liability and Comprehensive Crime	CGU
Cyber Protection	CGU Professional Risks Insurance
* Motor Vehicle (Cars, Trailers, etc)	Vero Insurance
* Marine (Canoes, rafts, kayaks, boats)	Vero Insurance
* Contract Works (for works over \$500K)	Vero Insurance

** This is only available for those who have paid an extra premium for this cover*

Baptist Insurance Services

EMPLOYMENT PRACTICE LIABILITY

A growing trend that is concerning for insurers is the rise in employment practice claims. These are claims where a disgruntled employee or ex-employee sues the church or organisation for unfair treatment or unfair dismissal.

Sometimes the challenge in smaller congregations or organisations is the lack of focus or understanding in the area of human resources. For example, often employment issues in a church are handled by a Pastor, Administrator or Board who have had no formal training in human resources and are not abreast of current employment law legislation. As a result actions can be taken or decisions made, that not only lack compassion, but are actually illegal. This in turn can lead to an employment practice claim. Not only is this costly, but it can cause significant reputational damage to one or both parties.

As soon as you are aware of the following, please contact our office immediately:

- * A disgruntled employee talks to you about taking action
- * You receive a letter from the employee and/or solicitor

There are certain protocols that must be followed to ensure that your cover is not jeopardised. So please do not try and resolve without seeking our advice.

However, prior to this type of situation arising, if you are entering into a difficult situation with an employee, we encourage you to contact your local State Union office. They will be able to provide advice and in most offices, they have dedicated people that can act as mediators and have training in conflict resolution and understand employment practice legislation.

Please see the following link for a copy of *Baptist Churches Appointment Guide* - <http://baptistinsurance.com.au/content/appointment-guide>

IMPORTANT!

Please note that Property Claims need to be notified as soon as possible, ie within 14 days. If claims are not reported in a timely manner after the date of loss/damage and/or the insurer's rights have been prejudiced, your claim may not be accepted. Unless there are extenuating circumstances, claim notification outside 6 months will not be accepted.

Motor Vehicle Insurance

(This relates only to those who have paid an extra premium for Motor Vehicle Insurance)

For those who have their motor vehicle insurance through BIS, if you do have a motor vehicle accident, please contact Vero direct to lodge your claim and quote the motor vehicle policy number. The Vero claims consultant will assist you with the claims process. If your vehicle falls under Vero's "SMART repair" criteria, you must use the "SMART" Centre for repairs. If a repairer asks you to pay the excess directly, please do not pay, but contact the BIS office as all excess invoices come through our office, and not through the repairer or insurer.

Potential Claims

Please contact your local State BIS office as soon as you are aware of any potential claims, ie where you receive/have:

- A verbal complaint which cannot be easily solved and without expense
- A letter threatening legal action from an individual
- A solicitor's letter threatening legal action
- A writ/summons/subpoena/legal court document
- Have a contentious employee termination

If you have any potential claims that have not yet been reported to us, please advise us immediately.

BAPTIST INSURANCE SERVICES CONTACTS:

Queensland	Ken Conwell
New South Wales/ ACT	Tim Williams
South Australia/ NT	Glenn Dixon
Western Australia	Natalie Coulson
Tasmania	Rodney Marshall
National/Victoria	Kym Bennetts Stephen Lockrey Chris Mackenzie Sue Roggero